



COVID-19 RETURN TO WORK STRATEGY

VERSION 1.0

RETURNING TO THE WORKPLACE

READINESS

Our early planning approach to COVID-19 has ensured we have been able to manage our business, employees and client services in a pro-active and safe manner during this pandemic, providing reassurance across our company and allowing us to maintain excellent standards of reduced service provision, whilst acting in a pro-active manner to ensure continuity in client liaison.

We want to help our clients become fully operational again as quickly and safely as is possible. A clean environment will be crucial to infection control and we need to ensure we have in place appropriate hygiene and cleaning specifications. This means having to work smarter to enable us to deliver expanded requirements using the same number of staff. There will be a far greater need to place focus on cleaning and hygiene rather than aesthetics and appearance.

It will be important to get firm and accurate return dates so that our HR and Operational Management teams can communicate with the site-based employees about when they are required to re-attend the workplace. Ideally, we would like at least one working weeks' notice.



WELFARE

To help employees through what will be a turbulent, stressful and unpredictable return to work, our employee engagement team will focus on the personal experiences of our employees from a work and life perspective. We believe it is critical to understand if employees feel we supported them sufficiently during the pandemic, as well as understand how we can improve and advance that care during the return to the physical workplace.

POLICIES, PROCEDURES & TRAINING

As a result of the COVID-19 outbreak we will be ensuring that specialist pandemic training be included as part of our standard training procedures. We have developed an online interactive training video, in line with BICSc standards, which focuses on infection control and sanitisation cleaning. This is made available to all operatives through our UhUb training portal, with additional training will carried out through Toolbox Talks. Specific training programs will also be included on UhUb to ensure continuous up-to-date access to all employees.

Furthermore, we also have updated our Health & Safety Policy to include specific COVID-19 related measures within the workplace.

CHANGE MANAGEMENT

Ensuring our employees understand what the workplace will be like upon return is essential to a successful remobilisation. We anticipate a number of employees may expect nothing to change, but we need to be mindful that others will assume everything will be different. Preparing our employees and reminding them that the changes to their work schedules or daily workplace routines have been designed to ensure they are kept safe and fully protected whilst working.

SERVICE PLANNING

We envisage our clients will not want to reduce services to ensure high levels of hygiene and sanitation, however we also understand that there might be tighter financial constraints. It is imperative that DOC full-service levels, as per contract, are reinstated to ensure business continuity for our staff and business. Labour requirements can be looked at following re-establishment of services through HR consultations and contract variations. Please remember, employees cannot be on ‘part-furlough’ and they either must return to work fully or remain furloughed, therefore we are proposing whole shift labour redeployment.

We are able to provide a full range of cleaning services to support re-mobilisation and return to work for employees of our clients. Where possible we would look to get our employees back to site as early as possible, ideally the weekend preceding premises reopening to carry out internal cleans. We would also look to work with our approved suppliers, such as window cleaning and washroom hygiene supplies, in order to resume their suspended services as soon as is possible. This would all be done to ensure places are hygienically cleaned to the highest standards prior to steady state occupation.

As a customer service centric company, communication and a partnership approach between clients and ourselves will be vital for the successful re-opening of our client’s premises. We plan to engage with our clients at site level to ascertain the correct plan of action for remobilising each contract with a coordinated approach and a bespoke strategy appertaining to our clients’ request, taking into account the previously mentioned request for whole shift labour deployment.



SERVICE SPECIFICATIONS

We intend to review existing cleaning specifications in conjunction with all the Facilities/Building Managers to adjust or enhance as required. There will be an intense focus on routine hygiene cleans of high traffic paths and popular touch point areas such as door handles, lift operation buttons etc. This service may not currently be in the service scope for a contract and therefore it may require additional labour hours throughout the working day in order to deliver this increased service. In addition, we envisage an increased demand for out of hours hygiene and sanitisation cleaning services, which incorporate the process of misting/fogging the premises and all surfaces, which will need to be priced for on a separate basis.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

We have enhanced and added to our supply chain strategy in order to be in the best possible position to obtain and store enough supply of all the required PPE at the time of returning to the workplace. DOC is committed to providing all our frontline staff with the necessary PPE requirements in order to fulfill our necessary duties in a safe, healthy and positive manner.

CONSUMABLE SUPPLY

We plan to ensure there is adequate stock levels of consumables onsite when return dates are established and will work with all the Facilities/Building Managers to help provide budgets accordingly due to the significant increase in how much items such as soap and hand sanitiser will be in demand.

We are continuously appraising the market for new innovative techniques to offer our clients for a revised approach to cleaning and hygiene control due to the pandemic outbreak.

ENHANCED CLEANING PROGRAM

PREPARING THE WORKPLACE

In preparation for a return to the workplace service, some of the deep cleaning services we can offer for our clients include the following –

- Sparkle Deep Clean
- Touch Point Deep Clean
- Full Sanitisation Clean

Generally, these services acquire an additional cost, however we intend to discuss these on an individual basis with our clients to ensure we provide the required services accordingly.

These cleans are carried out under the following processes-

SPARKLE DEEP CLEAN	TOUCH POINT DEEP CLEAN	FULL SANITISATION CLEAN
<p>Generic deep cleaning service</p> <p>Ensures all areas and surfaces are free of dust/dirt</p> <p>Premises left in prestige standard ready for re-occupation</p> <p>Does not include any specialist sanitisation services (i.e. Fogging)</p>	<p>Designed to reduce the risk of transferring viruses</p> <p>All frequently touched areas sanitised and disinfected</p> <p>Areas include security barriers, door handles/plates, grab rails, lift buttons, light switches & washroom areas</p> <p>Recommend this service carried out prior to re-occupation to ensure all high risk areas are sanitised</p>	<p>Full sanitisation clean of all surfaces</p> <p>Service comprises of a misting or fogging of all applicable areas using suitable viricidal cleaning agent</p> <p>Involves minuscule droplets settling on surfaces to form a continuous protective film for a certain amount of time</p> <p>Service allows for full sanitisation of all areas and is best completed out of hours or at weekends</p>
<p>LOW LEVEL</p>	<p>MEDIUM LEVEL</p>	<p>HIGH LEVEL</p>

Please note these services are dependant upon the availability of the correct trained operatives and appropriate machinery available. Please contact your DOC Account Manager for further information on planning a deep cleaning service and the associated costs.

A full programme of works, Health & Safety information & applicable COSHH data will be provided upon confirmation of the required deep clean and the Full Sanitisation Clean will receive certification.

DAILY ROUTINE CLEANING

Moving forward to daily routine cleaning, we plan to introduce and maintain advanced cleaning and disinfection standards within our daily regime to minimise the risk of any future breakouts, which include but are not limited to enhanced maintenance cleaning throughout the working day and disinfecting of frequent touch point areas. Our primary focus will be on high density areas such as and where applicable –

- Entrances/Receptions
- Breakout areas
- Collaboration rooms & areas
- Lobby/lift areas
- Washroom areas
- Kitchenettes

Within these main collaboration areas our focus will be on frequently touched surfaces, which act as a hotbed for potential infection spread.



Potential high frequency touch points include, but are not limited to such items as door handle/plates, cupboard doors, lift buttons, staircase rails, washroom areas, communal coffee machines and electrical equipment such as fridges, microwaves etc. These services combined with the normal level specification tasks such as vacuuming and wiping all surfaces will provide the fundamental basis of our return to the workplace practices.

Where there is a full working day cleaning presence, we recommend high frequency touch points listed above are sanitised with the appropriate viricidal cleaning agent on a more frequent basis (i.e. every hour). In addition, and as an example, where applicable we recommend that any dishwashers on the premises have signage to say do not use/open, with staff they should leave their cutlery and crockery in the sink. Our daytime housekeepers will then load the cutlery and crockery into the dishwashers, to alleviate any potential contamination.

Furthermore, and as reassurance to our clients and customers, DOC is committed to ensuring our front-line operatives are always equipped with the appropriate PPE requirements to carry out the required cleaning and sanitisation tasks in a safe and secure manner.

This increased service approach to an infection control and sanitisation cleaning regime will have an impact on the current service scope provision and the operative schedules the contract currently represents. Therefore, and as mentioned previously, we intend to review the existing cleaning specifications and operative schedules accordingly, which may have an impact upon the current working hours. This review will be in conjunction with all the Facilities/Building Managers, with the plan to adjust and/or enhance as required in order to suit the absolute hygienic and sanitisation requirements of our clients premises.



WORKPLACE HYGIENE

FREQUENT TOUCH POINT AWARENESS

DOC recommend that appropriate signage be placed in workspaces, communal areas and staff collaboration areas to promote worker safety through emphasising basic infection prevention measures, such as frequently washing hands with soap and water and the use of sanitizer dispensing machines if applicable.

In addition, posting hand-washing signs in washroom and kitchenette areas and installing 'frequent touch point' reference stickers on high risk area touch points and high traffic areas of the premises will ensure all staff are fully aware of the continued effort to promote good hygiene practices.



GOOD HYGIENE PRACTICE

For day to day practices, encouraging good personal hygiene can be achieved by installing dedicated sanitising stations and PPE disposal stations accordingly. These stations can be placed in multiple locations around the premises and especially placed adjacent to common touchpoint zones and high traffic communal areas such as washrooms, kitchenettes and breakout areas/lobbies.

Dispensing units come in a range of sizes and designs, and DOC can source the majority of these products for you. These can include examples such as no touch hand sanitiser dispensers, wall mounted dispensers, pedal operated hydroalcoholic gel dispensers and full santiser stations.

PPE disposal stations will be required if our clients request PPE such as masks are to be worn during working times or during commuting journeys. These waste receptacle stations can be touch-free pedal operated and DOC can produce specific signage for these bins if required, also ensuring safe disposal of the PPE waste accordingly.

In addition, introducing ATP monitoring tools can measure residual organic matter that may remain after a surface, device or piece of equipment is cleaned. Adenosine triphosphate (ATP) is an enzyme that is present in all organic matter—living and once-living. Essentially, the person conducting ATP monitoring swabs the surface to be tested and inserts that swab into a handheld unit called a luminometer with results provided within seconds. All ATP systems also come with software that allows the user to track trends and monitor data, such as EVS personnel performance and overall cleaning thoroughness

DOC will be holding Focus Group meetings based around good hygiene practices within the workplace which will provide more innovative ways of approaching hygiene and sanitisation cleaning. DOC will also strive to source the latest products within the cleaning sector to propose to our clients, in order to make workspaces as healthy and hygienic as possible.



DOC & SITEMARK COVID-19 WORKPLACE HYGIENE PROGRAMME

DOC Cleaning in conjunction with Sitemark, are offering a unique COVID-19 Workplace Hygiene Programme which has been developed for clients to help them manage the short and long term cleaning requirements following the COVID-19 pandemic.

Unlike traditional cleaning specifications, which focus almost entirely on visual standards of cleanliness, this programme helps identify and control those areas where additional hygiene standards are required. This will help minimise the risk of workplace contamination as buildings gradually become reoccupied so that building users remain safe and healthy.



The essence of the programme is to identify all areas of a building where the risk of contamination to building users is high, highlight them and then clean them at a frequency that is appropriate to the area they are in. The highly visual system positively drives the behaviours of building users, cleaning operatives and facilities managers, and is based on the use of 'High Intensity Touch Point' indicators. The programme is suitable for all types of sites, can be used in conjunction with an existing cleaning specification and can be adapted over time as building usage changes.

Implementing the system is as easy as 1, 2, 3 -

Step 1: Categorise every area type within your building (E.g. reception area, washrooms etc)

Step 2: Determine the Touch Point cleaning frequency for every area type

Step 3: Apply the Touch Point indicators at appropriate locations

The programme can be self-managed or independently audited by Sitemark to demonstrate that best practice is being achieved. If this is a programme of interest to you, please contact your DOC Account Manager for further information.



SOCIAL DISTANCING PRACTICES

SMART WORKING INITIATIVES

Social distancing is likely to play a significant role in the workplace for the foreseeable future and DOC are committed to creating appropriate space planning solutions in order to allow our operatives and staff to adhere to social distancing measures at their places of work.

Social distancing measures are designed to reduce social interaction between people to help reduce the transmission of COVID-19. A few of these measures include-

- Avoiding contact with someone who is displaying symptoms of coronavirus (COVID-19)
- Avoiding large and small gatherings in public spaces
- Maintaining 2 metre distance between people when in public spaces (this is particularly relevant for planning a return to work)

As an overview of our social distancing strategy, we plan to assign cleaning operative to dedicated specific areas to carry out routine cleaning on, working in a clockwise or circular motion around that specific area (if applicable) to reduce the direct footfall of that area.

DOC will also monitor and review the cleaning paths of travel through the premises in order to maximise social distancing requirements and reduce the potential risk of further outbreaks or contamination.

All DOC front line operatives will be sufficient trained in social distancing responsibilities and the awareness of keeping a safe distance from colleagues and stakeholders within their place of work and adhere to any specific social distancing measures and procedures our clients implement accordingly.

Plans will differ from contract to contract depending on the situation at that site or premises and with social distancing in the workplace being imperative for a safe return to work, , understanding the solution required will need to be discussed in detail with our client lead.

FURTHER INFORMATION

For more information regarding bespoke cleaning services, deep cleaning regimes and supplies to your workplace, please contact your DOC Account Manager or our 24/7 Helpdesk on helpdesk@doccleaning.com.





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