

COVID-19 (Coronavirus) Returning to the Workplace Policy/Lifting Restrictions Policy

1. Policy Statement

- 1.1. Exalt-Training ensures the measures are taken to actively mitigate the spread of coronavirus. All staff, employers and learners are expected to follow all these rules, to sustain a healthy and safe workplace in this unique environment. We all must respond responsibly and transparently to these health precautions.
- 1.2. Exalt-Training ensures the risk assessment strategy includes an individual health and household risk assessment; to agree on the most appropriate and safest way for all to work during and when coming out of the pandemic. All information disclosed in relation to health and household members, where applicable to Covid-19, will be treated with strict confidentiality and retained, where required, in the appropriate file in compliance with GDPR.
- 1.3. This COVID-19 Coronavirus policy is a live document, which will be updated as governmental guidelines change. Any update to the policy will be advised by email and uploaded to Exalt-Training Sharepoint.

2. Policy Aims

- 2.1. To adhere to government policy and guidance to mitigate the spread of the virus.
- 2.2. Ensure all reasonable health, safety and hygiene interventions are in place in the workplace.
- 2.3. Clarify roles and responsibilities.
- 2.4. Provide clear instruction, procedures, and guidance, including reporting and communication.
- 2.5. Make available current information from reliable external sources.
- 2.6. This policy should be read in conjunction with the Health and Safety Policy.

3. Background and Overview of COVID-19

- 3.1. COVID19 is a new virus that is part of the Coronavirus family.
- 3.2. Started in China in the last quarter of 2019.
- 3.3. Spread to mainland western Europe with high levels of infection and deaths in Italy, Spain and France from February 2020 and formerly became a Pandemic.

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- 3.4. The UK started reporting cases in March 2020, the spread of the virus was fast with numbers of reported cases significantly rising daily, and the infection rate ‘R’ being at 3, meaning for every one person with the virus they spread it onto another three people.
- 3.5. There was an early move into self-isolation on 21st March 2020 and the full lockdown commenced on the evening of 26th March and has been implemented in Nov 2020 and January 2021.
- 3.6. Relaxations are now being gradually introduced, including when different workplaces and educational establishments can re-open and what measures should be taken to minimise the spread of the virus.
- 3.7. The Government aims to keep the ‘R’ rate below one, if it increases and more people are contracting COVID-19 the government may implement further restrictions either locally or nationally.
- 3.8. The social distancing and contact rules are changing regularly, please refer to current guidelines to ensure all remain compliant both in and out of work.
- 3.9. Current government guidelines state that if employees can work from home, they should continue to do so at present.
- 3.10. When restrictions are lifted and we have allowed our colleagues to return to work this policy will apply however should local/regional restrictions be implemented, in those regions this policy will superseded by government guidelines introduced in those areas apply. There will be regular communication from HR to confirm if any local/regional restrictions are in place.

4. Exalt-Training Responsibilities and Procedures

4.1. Employees, freelancers, and other contractors

- 4.1.1. Exalt-Training is accountable and has a duty of care to provide a healthy and safe working environment under the **Health and Safety at Work Act 1974** (H&SAW) (9.1 - **weblink**)
- 4.1.2. The government issued **New guidance to help get Brits safely back to work** on 11th May 2020 (9.2 – **weblink**)
- 4.1.3. **Working safely during Coronavirus (COVID-19)** doesn’t replace the H&SAW Act, it is in addition to it, with very specific guidance about the health and safety of employees and others relating directly to COVID-19 (9.3 – **weblink**)
- 4.1.4. Where reasonably practicable Exalt-Training will agree with our employees to continue working from home. In anticipation of employees returning to the office regular business reviews and risk assessments will be carried out, to prepare for a time when more people can return to the workplace.

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4.1.5. Once there has been agreement to return to the workplace, Exalt-Training will issue you with a 'return to work declaration' to sign; we will retain this file.

4.1.6. The following section covers a range of risk assessments that need to be carried to inform leaders and managers about adaptations and changes to working arrangements that must be implemented before you, our employees, freelancers and other contractors return to the workplace.

4.2. Risk Assessment and management of risk

4.2.1. Work premises

4.2.1.1. The government has published eight sector-based guides with specific guidance about how to work safely during COVID-19 (*see 4.1.3, 9.3 weblink*)

4.2.1.2. Exalt-Training has developed a new risk assessment for our premises, using the above-mentioned guidance and the ***Covid-19 risk assessment guidance from the Institute of Occupational Safety and Health (IOSH)*** (*9.4 weblink*)

4.2.1.3. Exalt-Training have carried out full COVID-19 risk assessment at the head office, and are allowing sufficient time between the assessment and re-opening to action all identified changes that will minimise the risk of spreading the virus. This will include the following:

4.2.1.3.1. Head Office to remain limited access.

4.2.1.3.2. All Head Office staff/visitors and those staff visiting in accordance with 4.2.1.3.21 should only attend if they are not showing any symptoms, which include a temperature, a cough or loss of taste and smell.

4.2.1.3.3. A short status declaration will need to be completed on entrance to the office.

4.2.1.3.4. All offices, staff rooms, kitchens, toilet facilities, meeting rooms, and training rooms, will require an adherence to the minimum government social distancing rule.

4.2.1.3.5. Ventilation

4.2.1.3.6. Desk direction and the numbers of staff working at each pod

4.2.1.3.7. Scheduling of staff start, break and end times.

4.2.1.3.8. Use of equipment; single use wherever possible, if shared thorough cleaning is required.

4.2.1.3.9. Cleaning: Anti-bacterial wipes will be provided for the cleaning of employee equipment.

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- 4.2.1.3.10. Cleaning - Daily, during the working day and at the end of the day for all hard surfaces, special considerations such as light switches, door handles and suitability of cleaning product.
 - 4.2.1.3.11. All shared refreshment areas have been removed/are out of use, this includes the communal tea/coffee facilities, and the water dispenser.
 - 4.2.1.3.12. Cleaning of shared equipment – Photocopier – those operating the photocopier will be required to sanitise their hands before use and after. When loading paper gloves must be worn. Stationary Cupboard – Staff are required to wear gloves when entering the cupboard. Signage will be placed on both as a reminder.
 - 4.2.1.3.13. Hand sanitiser at each internal and external door, on each pod and by the photocopier
 - 4.2.1.3.14. Waste disposal; normal office waste, cleaning cloths, soiled tissues
 - 4.2.1.3.15. Hand washing and sanitising facilities
 - 4.2.1.3.16. Confined spaces with restricted access and maximum number of people
 - 4.2.1.3.17. Where possible have one door for entry and one for exit
 - 4.2.1.3.18. Where possible operate a one-way system using floor markings to guide
 - 4.2.1.3.19. Minimising movement whilst in the building
 - 4.2.1.3.20. Mitigation/control measures for first aiders
 - 4.2.1.3.21. Non-Hand Office based staff will only be able to attend Head Office where this has been pre-arranged with the current Office Manager/HR Manager
- 4.2.1.4. Exalt-Training will display the ***Staying COVID-19 Secure in 2020 poster (10.7)***; to demonstrate that the business meets the FIVE STEPS TO SAFER WORKING TOGETHER.
- 4.2.1.5. Specific guidance for the operation of Head Office has been included in appendix 10 and will be updated regularly as government guidance changes any changes to the guidance will be circulated to all staff.

4.2.2. Individuals

- 4.2.2.1. Exalt-Training is accountable and has a duty of care for all employees, is responsible, and has a duty of care for freelancers and other contractors. Whilst

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the contractual relationships vary, providing a suitable, healthy, and safe working environment remains a constant

- 4.2.2.2. We want to work with you in an open and transparent way, and agree the most appropriate way for you to return to work
- 4.2.2.3. Face coverings are not mandatory assuming all measures are put in place for social distancing, hygiene, and physical barriers, such as screens. However, should you wish to wear a face covering this is entirely your decision and one we will support you with. If some colleagues wear them, and others do not, we expect you to recognise the individuals' choice and show respect and support.
- 4.2.2.4. When working on employer premises you must comply with their risk assessed guidance and requirements, there will also be minimum requirements that we would ask that are followed which depending on the location may include the wearing of a face covering, and PPE Exalt-Training will provide all staff visiting client site with face coverings and if required the necessary PPE *please see 4.2.4 for further clarification*
- 4.2.2.5. We've designed a health questionnaire to establish if you have any underlying health issues that would make you more vulnerable to catching COVID-19 or put you at greater risk of requiring hospital treatment or death, this includes those on the governments' shielded list, those being advised to self-isolate and those with mental ill health
- 4.2.2.6. The household questionnaire is to establish if there is anybody else in your household that has any underlying health issues that would make them more vulnerable to catching COVID-19 or put them at greater risk of requiring hospital treatment or death, this includes those on the governments' shielded list and those being advised to self-isolate. Also, we want to know if you have childcare requirements because of schools being closed or having restricted academic year access only
- 4.2.2.7. In accordance with current government guidelines working from home is our preferred working arrangement whenever practicable for the business and the employee
- 4.2.2.8. When return to work is deemed safe, if you have been identified as higher risk we will discuss with you individually whether return to work is feasible or whether you should continue to work from at home
- 4.2.2.9. Should you be asked to self-isolate either due to encountering somebody who later tested positive or having symptoms, we will support you by utilising the most appropriate government scheme
- 4.2.2.10. Should you become ill with COVID-19, we will support you by utilising the most appropriate government scheme

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4.2.2.11. When you return to work after having COVID-19 we will work with you to agree the best and safest approach for returning

4.2.3. Employer (customer) premises - please read this in conjunction with 5.2.8

4.2.3.1. During this current Covid-19 pandemic our preferred meeting method remains remote video conferencing, unless it is vital that face to face attendance takes place, this includes one to one training and assessment in the workplace

4.2.3.2. We believe that remote meetings are a suitable alternative to traditional face to face meeting in sales, business development, account management, programme design, enrolment/on-boarding, initial assessment, teaching, training, assessment, quality assurance, progress reviews etc.

4.2.4. External training venues (this includes training at employer/customer sites)

4.2.4.1. Our preferred method of training delivery (group and one to one) at the current time is remote using a range of on-line engaging systems and tools

4.2.4.2. Should an employer request a traditional classroom session be completed, we will ensure that the premises have been risk assessed for COVID-19 and request a copy of the risk assessment

4.2.4.3. We will seek confirmation of the safety arrangements for visitors to ensure that we are comfortable to send you to the site, a declaration will also be sent to the external site/employer which they will be required to fill and return 24 hours prior to the visit, stating that no one attending the training has Covid-19 symptoms and have not been in contact with anyone who now shows symptoms

4.2.4.4. We will request a room and seating plan, with room size dimensions to ensure that all attendees are at least the correct distance apart as detailed in the current government guidelines, ideally this would be between two and three metres and there is sufficient ventilation

4.2.4.5. We will request the name and contact details of a nominated person that you can use as your dedicated contact for the day

4.2.4.6. During this pandemic, delegates will be asked to bring their own lunch and to observe strict hygiene rules and bring their own utensils and refreshments

4.2.4.7. Each day, prior to entering the training room ID and temperature checks will take place

4.2.4.8. If Exalt-Training is not satisfied with the safety arrangements the course will be rescheduled. If at any time during the course you feel unsafe you must notify your manager, or a business leader and they will support you to resolve the problem

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4.2.4.9. If visits are to clinical sites the appropriate face mask/covering will be mandatory and these will be provided by Exalt-Training.

4.3. Apprentices

4.3.1. Exalt-Training has a responsibility and duty of care for apprentices.

4.3.1.1. Whilst our training premises are closed, we will undertake teaching and training remotely with any apprentice on a programme with us. We will incorporate safeguarding and wellbeing and encourage apprentices to raise any concerns they may have [please refer to the Safeguarding Policy, which provides more specific details, including who to contact and how] the employer remains accountable for the safety and wellbeing of its apprentice employees.

4.4. Roles and responsibilities and the law

4.4.1. Exalt-Training is legally obliged to comply with all guidance and instructions from the government and other regulatory bodies in relation the working safely with COVID-19 in 2020 and beyond, this includes:

4.4.1.1. Having a relevant policy that is always kept up to date and accessible to all employees, freelancers, and their contractors.

4.4.1.2. Carryout COVID-19 specific risk assessments on premises and people, identify control measures and implement accordingly, to publish a copy of the risk assessment online and keep this updated.

4.4.1.3. Provide staff, freelancers, and other contractor with appropriate training to keep themselves and others safe whilst at work.

4.4.1.4. The Board has a legal responsibility to satisfy itself that the policy is current and is being adhered to, that risk assessments and control measures are effective, and that adequate training has taken place.

4.4.2. The Board has overall accountability to ensure this policy provides the business, employees, freelancers, other contractors, visitors, learners and apprentices with instruction and guidance to minimise the spread of the virus.

4.4.3. Senior business leaders involved in the day to day running of the business, including the CEO and Senior Leadership Team are accountable to ensure the policy is implemented and adhered to and any concerns or breaches are reported to the Board immediately.

4.4.4. Each Head of Department and Manager has responsibility for the implementation and adherence to this policy by their direct reports and teams and indeed themselves.

4.4.5. All employees have a responsibility to uphold this policy and inform their manager or a more senior person of any breaches they identify or observe.

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4.4.6. Freelancers and other contractors have the responsibility to uphold this policy.

4.4.7. Visitors and apprentices have the responsibility to uphold this policy.

5. Employees, Freelancer and Other Contractor Responsibilities and Procedures

5.1. Employees, freelancers, and other contractors

5.1.1. Please refer to **4.1**

5.1.2. You have a legal responsibility to adhere to and to comply with the **Health and Safety at Work Act 1972 (9.1 - weblink)**

5.1.3. You have a responsibility to adhere to this policy and any actions resulting from a risk assessments, both of which have been developed using guidance from the governments' **New guidance to help get Brits back to work (9.2 – weblink)** and **Working safely during Coronavirus (COVID-19) (9.3 – weblink)**, and the **COVID-19 risk assessment guidance from the Institute of Occupational Safety and Health (9.3 – weblink)**

5.1.4. Be vigilant, stay safe and help to prevent the spread of the virus

5.2. Risk assessments

5.2.1. Work premises (**refer to 4.2.1**) - Exalt-Training will carry out a full COVID-19 risk assessment of Head Office, develop an action plan and make all reasonable adjustments prior to asking anybody to work in the premises. The full details can be found in **4.2.1**

5.2.2. It is your responsibility to report to your manager or a senior leader any concerns you have about other peoples' adherence to the rules or if any of the consumables, such as hand sanitiser or cleaning wipes run out

5.2.3. Some of the areas within the Head Office building may have restricted access and may not be used during this period, this is for your safety and you must not enter under any circumstances. Urban Building and Citibase policy must be adhered to.

5.2.4. In confined spaces clear signage will be used to inform you how many people are allowed in the room at any time, examples include toilet facilities, kitchen areas and print rooms,

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this isn't an exhaustive list and you must comply with the requirements as set out by the business leaders through clear signage

5.2.5. Once there has been agreement for you to return to the workplace, Exalt-Training will issue you with a 'return to work declaration' for you to sign; we will retain this on your HR file

5.2.6. Health (refer to 4.2.2.3 - 4.2.2.4, 4.2.2.6 – 4.2.2.10) –

5.2.6.1. Face coverings (**4.2.2.3**) will be provided by Exalt-Training; at head office there is not a requirement to wear one, provided minimum social distancing distances have been implemented, should you wish to wear one at head office we respect your choice.

5.2.6.2. When working on employer premises you must comply with their risk assessed guidance and requirements. Furthermore, if you feel it is appropriate use any PPE you feel is appropriate, Exalt-Training will provide face coverings.

5.2.6.3. As part of the risk assessment process we will require you to complete a health questionnaire (**4.2.2.4**). We understand that your health is a personal and private matter, however on this occasion we need to understand any underlying health conditions or medication taken, that puts you at more risk of catching the virus, being hospitalised and even death. Without this information we cannot execute due diligence because we will not have been furnished with the full information. As previously stated, this information will be kept in the strictest of confidence and only used for the purposes set out in this policy

5.2.6.4. If you are experiencing COVID-19 symptoms you must self-isolate, inform Exalt-Training, get tested as soon as possible and furthermore provide Exalt-Training with the results of your test as soon as possible after receipt. We will support you by utilising the most relevant government scheme

5.2.6.5. Should you become ill (**4.2.2.9**) with COVID-19, we will support you by utilising the most appropriate government scheme. You or a relative need to inform us as soon as symptoms start and / or on receipt of a positive test result

5.2.6.6. When you return to work (from sick leave, self-isolating, shielding or furlough, or in some cases from working at home to Exalt-Training premises) (**4.2.2.10**) we will work with you to agree the best approach, which might be phased, part-time, working from home, a re-training period or other suitable approaches

5.2.7. Household (refer to 4.2.2.5 – 4.2.2.10) –

5.2.7.1. The purpose of this questionnaire to help us to understand if you have somebody living in your household who is shielded or vulnerable. We will use this information as part of the risk assessment and planning for a return to the workplace

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5.2.8. Employer (customer) premises (*refer to 4.2.3*)

- 5.2.8.1. Our preferred meeting method remains remote video conferencing, unless it is vital that face to face attendance takes place
- 5.2.8.2. We believe that remote meetings are a suitable alternative to traditional face to face meeting in sales, business development, account management, programme design, enrolment/on-boarding, initial assessment, teaching, training, assessment, quality assurance, progress reviews etc.
- 5.2.8.3. Should you have to visit an employer (customer) site then planning ahead is critical. You need to know what social distancing arrangements they have in place, their position on masks/face coverings, what parts of the building you will be permitted to use and what hygiene facilities you will have access to. It would be perfectly reasonable to ask for a copy of their policy and risk assessment. This includes visiting the site for one to one training and assessment with apprentices. If you are not happy with the risk assessment and arrangements in place and they make you feel uncomfortable in any way you should not attend and contact your line manager to advise them of this.
- 5.2.8.4. You will need to check that the above also adheres to our own requirements for site visits and all due diligence as detailed in 4.2.4
- 5.2.8.5. Should you choose to attend after your risk assessment, you will be required to complete a checklist for the visit confirming you have carried out a risk assessment. You should keep this checklist completed and submit this with your claim for expenses for the visit. Expenses will not be paid unless a checklist is completed. Checklist attached to appendix

5.2.9. External training venues (*refer to 4.2.4*) - PLEASE READ THESE POINTS BEFORE READING THE POINTS BELOW

- 5.2.9.1. Planning ahead is vital, you should make contact with your named person and ensure everything outlined in **4.2.4** is covered, which could include a photograph of the room laid out and insist on having delegate names in advance
- 5.2.9.2. On the day only delegates on the list of attendees can enter the room, ID checks should be made and all should undergo a temperature check prior to entering (if the duration is more than one day then the same process should be repeated at the start of each day)
- 5.2.9.3. To reiterate our preferred delivery method during the pandemic is remote but as we progress through the relaxations some group delivery is likely to take place

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5.2.10 Non-Formal Third Party Venues

5.2.10.1 We understand that there may be occasions where you may need to hold a meeting with a customer, learner, employer, sub-contractor or freelancer at an external site. Wherever possible the preference would be that such meetings are held virtually, however if face to face meetings are necessary and the chosen location is a public site such as a coffee shop you should only visit those sites which are displaying the 'Staying Covid 19 Secure' Poster, should this poster not be displayed we would not authorise a meeting at such a site.

5.3. Apprentices (*refer to 4.3*) –

5.3.1. Exalt-Training aims to keep you and all apprentices as safe as possible to reduce the risk of spreading the virus; the detail in **4.3** exercises this principle and your role is to fully comply with these details

5.4. Your role and responsibilities

5.4.1. To fully adhere to this policy

5.4.2. To read the updates as and when they are sent to you

5.4.3. To inform your manager or a senior leader of any concerns you have with other team members adherence to the policy or any concerns you have about an apprentice or employer

5.4.4. To use government guidance on travel to work to inform your decision about travel plans for work purposes

6. Apprentice Responsibilities and Procedures

6.1. New starters

6.1.1. During the current restrictions' enrolment/on-boarding, including initial assessments, diagnostics and skills gap analysis will all take place remotely

6.1.2. All contracts and other suitable paperwork will be signed using an electronic platform and signature

6.1.3. Curriculum and Individual Learning Plans will further be developed to include high quality remote delivery methods

6.1.4. For placed 16-18-year-old apprentices a site and individual risk assessment will be carried out to include the requirements of this COVID-19 policy

6.1.5. New employers will be expected to provide Exalt-Training with their COVID-19 policy and risk assessments

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6.1.6. New apprentices have a duty to be open and transparent about their health and social needs, so that we can support them in the best way, and they have a responsibility to adhere to the employer’s policies

6.2. Existing apprentices

6.2.1. Curriculum and Individual Learning Plans will continue to be developed and enhanced to include high quality remote delivery methods

6.2.2. For placed 16-18-year-old apprentices you are required to check the risk assessment monthly, to ensure the apprentice is coping with the conditions, as well as their job and apprenticeship studies

6.2.3. During the summer period many of the exams, including function skills, are going to be awarded through ‘Calculated Results’. You must explain this to your apprentice and use the guidance we and Awarding Organisation supply you with to carry out this activity within agreed timescales

6.2.4. Apprentices must be open and transparent about their health and social needs, so that we can support them in the best way, and they have a responsibility to adhere to the employer’s policies and the current government guidelines in relation to self-isolation and lockdown measures

6.3. Apprentices End-Point Assessment

6.3.1. There is a range of temporary flexibilities to support apprentices to go through End-Point Assessment (EPA) during this challenging period. Some relate to the order of assessments and sitting EPA before the Functional Skills have been awarded and some relate to changes in assessment method to eliminate the need for face to face contact

6.3.2. Whilst we will supply you with current information and details and the relevant guidance and documentation, it is your responsibility to keep yourself up to date and to carry out the necessary work with the apprentice and employer for a smooth transition into the Gateway and subsequent EPA

7. Visitor Management

7.1. Visitors will be supplied with relevant guidance before visiting our premises

7.2. Visitors will have a named person for Exalt-Training

7.3. Visitors will be asked to provide an email address and phone number for Exalt-Training to use in the event that we need to notify them that if anyone they met has subsequently developed COVID-19 symptoms

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- 7.4. Meetings will be held in a room of sufficient social distancing as per government guidelines and ideally the distance will be more to allow people to be able to sit in way that is only partially facing each other
- 7.5. There can be no physical contact whatsoever
- 7.6. All such meetings should be kept as brief as possible
- 7.7. At present our preferred method of meetings, including job interviews is remote via video conferencing, only in very exceptional circumstances will face to face meetings at our premises be arranged

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8. Useful Information

- 8.1. Health and Safety at Work Act 1974 (**4.1.1**) <https://www.hse.gov.uk/legislation/hswa.htm>
- 8.2. New guidance to help get Brits safely back to work (**4.1.2**)
<https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safelyback-to-work>
- 8.3. Working safely during Coronavirus (COVID-19) (**4.1.3, 4.2.1.1**)
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- 8.4. Covid-19 risk assessment guidance from the Institute of Occupational Safety and Health (**4.2.1.2**) <https://iosh.com/resources-and-research/our-resources/communicablediseases/coronavirus/returning-safely/risk-assessments/>
- 8.5. Institute of Occupational Safety and Health – Returning Safely – further information about returning to the workplace during COVID-19 <https://iosh.com/resources-and-research/ourresources/communicable-diseases/coronavirus/returning-safely/>

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