

Guidance for Working safely in Head Office
Updated April 2021

BETFRED

Government guidance - 5 Steps of working safer together

Betfred have signed off to confirm that we have complied with the original 5 Government steps on 'working safer together in the workplace'. You will see this signed poster displayed in the Reception area.

The 5 steps are as follows :-

- We have carried out a COVID-19 risk assessment and shared the results with the people who work here.
- We have cleaning, handwashing and hygiene procedures in line with guidance.
- We have taken all reasonable steps to help people work from home where possible.
- We have taken all reasonable steps to maintain a 2m distance in the workplace.
- Where people cannot be 2m apart, we have done everything practical to manage transmission risk.

Introduction

This working document has been designed to provide you with guidance on your return to the office .The health and safety of our employees is of utmost importance to us and hopefully this document outlining the measures and rules we have put in place will give you reassurance as you return to the workplace .

Prior to re-opening the building we conducted a full risk assessment and you will notice that we have put a number of measures in place to mitigate the risks and implications of COVID-19.

In addition to the measures taken above in relation to the work environment , Line Managers will be conducting individual safety assessments to issue to all employees on their return.

We are also asking for your thoughts by way of consultation to ensure that your health and wellbeing is at the forefront of everything we do. Please discuss this with your line manager or a member of the HR team.

The company has put a number of measures in place to try and provide a safe working environment , but we must make it clear that our safety is dependent on everyone in every department in the building adhering to and following these guidelines . Please act responsibly at all times to protect yourself and your colleagues .

Vaccination Rollout

As an additional measure to support our employees and in the interests of everyone's safety, we will be using a tracking program to keep the Company updated on progress as our workforce receive their vaccine . Betfred are fully supportive of the vaccination programme and its efforts to reduce the spread of COVID and keep everyone safe.

To allow this to work effectively we will be sending out a weekly email with a polite request that you supply HR with details of dates of when you have had your first and second vaccination so we can log it on the system. It will clearly state in the email that we are seeking your consent to record this information and your individual details will not be shared by the Company. Furthermore there is no obligation for you to comply with this request , we are simply trying to further strengthen the COVID secure measures we have already got in place.

It is important to note that you are not currently forced by law to have the vaccine , nor are you obliged to inform us of your reasons if you decide not to be vaccinated. It is however our hope that all our employees would recognise the importance of creating the safest possible working environment for us all , and see the value of providing this information to help ourselves , our colleagues and our families keep safe.

Arrival and Exiting the building

IMPORTANT :- You should not enter the building if you have any COVID symptoms, continuous cough, temperature, loss of taste or smell , or if you have recently taken a COVID test for any reason and are awaiting the results. On entering Birchwood you must use the Thermoscope to check your temperature ,and if it is 37.8 degrees or above you must not enter and should contact your Line Manager immediately.

- Only one person must enter the vestibule area between the two main entrance doors at any one time.
- There are floor markings to show the directional one way passage through the building .This one way passage must be followed by all employees at all times except in the event of a fire or emergency .
- To reach the upstairs floors you should use the set of stairs in reception. To go up follow the signage which will direct you to stay left and turn left up the stairs.
- There is a new exit to the building to avoid crossing over at the main door .This will be clearly marked by directional signage .
- You will also note signage and floor markings throughout the building reminding you to observe social distancing rules.
- You will notice handwash dispensers at the front door and outside offices , so please be sure to use one before you leave reception area.
- The smoking area has not changed but you must not exit by the main door . You should exit the building by the exit at the side of the building and ensure that social distancing is maintained between you and other smokers.
- The staircase through the double doors opposite the kitchen at the end of the accounts corridor are two way . This will allow an exit from the building for people working in BI , Accounts , Benefits and Payroll to turn left at the end of the corridor and go down the stairs without going through the main office.

Office rules to be observed

- We politely request to further protect your colleagues ,that you wear a face mask when you leave your desk or office if moving through communal areas such as the main office , corridors , toilets and kitchens.
- Wherever possible Managers should stagger the start and finish times of your teams or consider split shifts to reduce numbers in the building when everyone has returned to the office .
- 'Hot desking' should be avoided wherever possible but if it is necessary , the work area and equipment should be sanitised before and after changeover , and you should also not share pens, pencils, general stationary etc
- We operate a clear desk policy and you should clear and sanitise your desk with disinfectant wipes before you start and leave work .
- Cleaners have been instructed to sanitise all surfaces on a frequent basis. This includes stair handrails and all door handles .All doors excluding fire doors will be wedged open to reduce touch points
- Where possible offices will be isolated for use only by the employees who work regularly in that office and movement to any other department is for business reasons only
- Where additional measures have been put in place at the request of Department Head or their teams (e.g. Perspex screens) , these should not be removed .
- Sanitiser wipes will be available and each department must take responsibility for sanitising the surfaces and equipment in their own office .

Meetings

- Where possible meetings should be held remotely over skype , zoom or Microsoft teams.
- Non Betfred employees should not be invited to meetings in the building unless deemed as business critical and has been authorised by your line manager.
- The meeting rooms can now be used but only if deemed essential and have portable Perspex screens . Occupancy levels are displayed on the door and social distancing measures of 2m or 1m+ must be maintained at all times .
- Where face to face conversations must take place between 2 or more people , social distancing of 2m or 1m+ must be observed . We recommend that face masks should be worn and a supply will be available from reception on request .
- The chairperson of any meeting is responsible for ensuring the meeting room is fully cleaned and sanitised with disinfectant wipes before leaving the meeting room .
- Attendees should not be offered drinks and you should use their own glassware or crockery if you take one to the meeting.

Kitchen and Toilet Areas

- We would ask that everyone observes a one in /one out policy in all kitchen areas . Please wait in a safe area for access if you need to .Each employee should make their own drinks and not make and distribute drinks to their colleagues .
- The closure of the canteen will be kept under review but the kitchen in the canteen area can be used . Please follow directional signage.
- All previously used kitchenware will be stored away so please bring your own mug/glass/plates/cutlery to the office for your personal use – do not share with your colleagues or use any kitchenware that has been stored away that may have previously used for meetings etc.
- In most cases you should eat at your desk and then you must use disinfectant wipes to clean your desk and when you have finished wash your hands. Ensure all food debris and wrapping is cleared away once you have finished.
- All the toilets in the building are fully open . We would ask everyone to act responsibly , wear a face mask and maintain social distancing at all times when entering and using the toilets . If you feel it is not safe to access the toilet due to numbers of people using them , please wait in a safe area or look to use one of the alternative toilets .
- Although toilets will be cleaned regularly anyone using toilets should leave them in a clean state . Please wipe flush handles and taps after use and always wash hands thoroughly .
- Microwaves and Fridges must be thoroughly cleaned and wiped with disinfectant wipes each time they are used. All fridges must be cleaned and emptied at the end of each week.

Handwashing, PPE and Social Distancing

- Disinfectant wipes and hand sanitiser will be available in multiple locations adjacent to common touch points throughout the offices. We encourage you to wear your own face mask when moving around, but a spare supply will be available at reception along with further supplies of wipes if needed. Please ask your Line Manager in the first instance if you require more supplies of any PPE or sanitiser.
- You must always maintain 2m or 1m+ social distancing both in the office and communal areas of the building.
- Hand soap and hot water will be available throughout the building to allow you to follow hand washing guidance. Please follow guidance and wash your hands regularly. If you discover that hot water is not available in any kitchen or toilet this must be reported immediately via email to asset.management@betfred.com.
- If you need to cough or sneeze you must do this away from other employees and cover your mouth and nose with your bent elbow or a tissue. Then dispose of the used tissue immediately and wash your hands.
- If you use a common touchpoints (door handles, desks, printers, remote controls, kettles) please use a disinfectant wipe before and after use.
- Do not share your kitchenware, phones or equipment with your colleagues - if this is unavoidable please use a disinfectant wipe before each use.

Visitors to the building

- Visitors to the building will only be allowed to enter for essential business reasons and should be kept to an absolute minimum .
- The options of contact via phone , skype , microsoft teams , zoom etc should be considered before anyone is invited to head office.
- External visitors that are deemed essential (including any contractors) will not be granted access to the offices without prior completion of a screening questionnaire at reception.
- All visitors must report to reception and complete a screening questionnaire on arrival . Reception has glass counter screens fitted due to being the first port of call for anyone entering the building .
- Deliveries of personal items such as online shopping are not permitted either to reception or any other part of the building .
- If anyone is invited to attend a meeting or interview , they must be supplied with details beforehand on the measures that we have in place that they must follow when they attend .These guidelines are available from HR so please request these if you are intending to conduct any interviews .

Help , Support and Further Guidance

- Should you begin to experience any symptoms of coronavirus , you should leave the building immediately and contact your line manager after you have left . You should then contact NHS 111 , arrange a test and follow their advice.
- If you or any of your household test positive or experience symptoms you should not attend work and contact your Line Manager immediately . Follow the latest NHS advice to self isolate .
- If you have any concerns at all about working in the building , in the first instance you should discuss these concerns with your Line Manager . If your concerns are of a medical nature you will be asked to provide details of any guidance you have received from your GP , the NHS or any other health organisation.
- If you have or develop any medical condition that you feel prevents you from working in the office you should inform your line manager who should report this to DG_GroupHR@betfred.com .
- If you are pregnant you should report this to your Line Manager or HR department as soon as you can so that a risk assessment can be completed . We can also discuss if any other measures need to be considered.
- If you are returning from another country you must follow the latest government guidance on quarantine measures . You should inform your Line Manager if you are planning to travel outside the UK , and if you do so , on your return will need to contact your Line Manager prior to attending work to confirm it is ok for you to return .