



TRAINING SAFELY DURING THE COVID-19 PANDEMIC AT CITRUS GROUP

GUIDANCE FOR DELEGATES, CUSTOMERS, EMPLOYEES
AND THIRD PARTIES

08 JANUARY 2021



INTRODUCTION

STAYING HEALTHLY AND SAFE AT CITRUS GROUP

The safety, health & wellbeing of all those who work with and for Citrus Group, as well as the general public is always our top priority.

We have introduced a range of measures in line with the UK Government, Public Health England and our own 'Citrus Group COVID-19' risk assessment. These measures are to protect you, your family, your colleagues and the general public, and to help in the fight against COVID-19.

The 'Citrus Group COVID-19' risk assessment is further supported by location specific risk assessments for every office/training centre, and activity specific risk assessments for course activities, with the aim of reducing the risks to delegates, staff and contractors as far as reasonably practicable.





KEY PRINCIPLES

Our approach to maintaining a COVID secure site and ensuring the health and wellbeing of our staff and clients is based around the following key principals:

AVOID UNNECESSARY CONTACT

- Working from home.
- Video conferencing to be used for meetings and Virtual Classroom courses.
- Temperature checks and triage questions for those attending site.

MAINTAIN SOCIAL DISTANCING

- We aim to maintain 2m social distancing where possible or 1.5m plus additional controls.
- Screens have been fitted to reception areas and to desks/workstations to provide additional measures.
- Floor marking and signage is in place to remind building users.

VENTILATION

- Windows shall be opened to provide natural ventilation and additional virucidal filter units are fitted to air-conditioning where appropriate.

HAND HYGIENE

- Hand gel dispensers through out our buildings in addition to the welfare facilities.

PPE

- Face coverings are required to be worn in our buildings and classrooms (see detailed guidance below for specific requirements).
- Gloves and appropriate PPE to be worn for practical tasks as required.

Further, detailed guidance on applying the above principles is outlined in the guidance below.



WHO SHOULD ATTEND SITE?

Attendance on site should be kept to a minimum with preference given to home working and virtual courses where possible. Where site attendance is necessary, all persons have a legal duty to ensure they are fit for work.

Persons arriving at Citrus Group sites will be subject to temperature checks (a high temperature being greater than 37.8°C).

YOU SHOULD NOT ATTEND SITE IF:

- You have received a positive COVID test result and are currently legally required to self-isolate in accordance with government guidelines.
- You live with someone who has received a positive COVID test and are currently legally required to self-isolate in accordance with government guidelines.
- You are awaiting COVID test results where the test was initiated in response to suffering COVID symptoms.
- You are currently suffering from COVID symptoms (high temperature, continuous cough, loss of sense of smell), or have suffered such symptoms in the past 14 days.
- You are subject to an NHS Test and Trace request to self-isolate in accordance with government guidelines.

Any persons living with a person who is subject to an NHS Test and Trace request to self-isolate does not need to self-isolate if they are avoiding contact with the isolating person as far as possible and are following government advice on hygiene.

Any person returning from travel abroad must check government advice as to whether they need to self-isolate.



TRAVEL TO AND FROM SITE

Where possible, travel to and from work should be undertaken alone, using personal transport. If public transport must be used, travel should be at off peak times.

IF THERE IS NO OPTION BUT TO SHARE TRANSPORT:

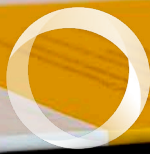
- Journeys should be shared with the same individuals and with the minimum number of people at any time.
- Wherever possible a distance of 2 metres must be maintained, face coverings must be worn.
- Maintain good ventilation (e.g. keep windows open) and face away from each other.
- The vehicle should be cleaned regularly using gloves and standard cleaning products, particularly handles and other areas where passengers may touch surfaces.
- Hands should be washed for 20 seconds using soap and water if available, or hand sanitiser for 20 seconds before entering and after getting out of the vehicle.

We promote cycling or walking to work where staff live within sensible distance and will allow a slightly later start time and leave early to enable this to happen.

BUILDING CONTROL MEASURES

- “Purehold” silver ion disinfecting door handle covers and finger plates have installed where possible at all sites under Citrus Group management.
- Where practicable, high traffic fire doors have been fitted with auto release fire door holders which are opened daily during occupied hours.
- Increased cleaning of common touchpoints (stair bannisters, door plates and handles, toilet areas etc.) is in place, with cleaning records displayed at key points.





GUIDE FOR DELEGATES AND VISITORS

Joining instructions advise delegates of the measures we are undertaking to protect the public and our staff and the measures that they must adopt on site and should be read in advance of attending the course.

All delegates and visitors arriving on site will be subject to temperature checks (a high temperature being greater than 37.8°C) and will also receive the following triage questions.

- Have you been fit and well and free of any COVID19 symptoms in the last 14 days? Symptoms are:
 - High Temperature (>37.8°C).
 - A new continuous cough.
 - Loss of sense of taste/smell.
 - Have you come from a household where someone is self-isolating as a result of a positive test or because they are currently displaying symptoms?
 - Have you been asked by the NHS Test and Trace Service to self-isolate within the last 14 days?
 - Have you travelled to a country outside of the government travel corridor list within the last 14 days?

A flowchart prescribing actions and/or secondary questions is provided as part of the “General Guidelines for Trainers” document.

Any person denied entry as a result of the temperature checks or triage questions will be provided with a free transfer to a future course.

After temperature checks and triage questions, arriving delegates will be given a leaflet outlining the site specific COVID-19 rules and directed to park in course specific parking zones.

Delegates will be instructed to remain in their vehicles until collected at a specified time by their trainer. Course start times will be staggered to reduce congregation and remove peak-times.

The trainer allocated to each course group will collect delegates from their parking zone and marshal all delegates to their allocated training room.

Delegates are required to wear face coverings at all times when within Citrus Group Buildings and training rooms. Additional breaks will be provided to allow delegates to exit the building and remove their face coverings in fresh air, in recognition of the discomfort in wearing face coverings for long periods. Delegates are advised to bring a change of face coverings for their comfort.

Face coverings with unfiltered exhalation valves (e.g. dust mask to prevent silicosis) are not suitable as a COVID-19 control measure. Where the work/training activity requires FFP3 masks (e.g. to control the risk of silicosis), the requirements of the work/training activity face covering will take precedence over COVID control face coverings.

During outside practical training, Delegates must wear face coverings during team activities, but face coverings are not required where 2m social distancing can consistently be maintained (e.g. observing plant operations).

Where close proximity work (within 1.5m) cannot be avoided, a face covering, and gloves must be worn. Trainers will also wear a visor and facecovering.

GUIDE FOR DELEGATES AND VISITORS

Delegates should adopt social distancing measures upon leaving their vehicle's and be guided by floor markings on walkways and other additional signage.

Our training room layouts have been optimised to achieve a minimum of 1.5m plus additional measures (screens and side by side seating).

All delegates are requested to clean hands at point of entry/exit to/from every room, on each occasion.

All courses will include a COVID-19 induction at start of every course. This will outline the expected standards of behaviour and management and secure the delegates commitment to those standards.

Worktimes/breaks will be staggered to reduce congestion and to allocate times for breaks, use of welfare facilities and eating.

Delegates will be reminded that for the purposes of supervising social distancing on site, no gatherings are permitted while on site where social distancing cannot be maintained, regardless of work bubbles they may be working in off site.

Delegates who smoke should use the new dedicated delegate smoking area zones.

Delegates will be required to maintain social distancing from each other whilst eating and avoid all contact. (Also, all rubbish should be put in the appropriate bin and not left for others to clear up).

Delegates to remain at the centre for the entire working period (including lunch) where possible. Those wishing to sit in their car should be encouraged to do so.

Delegates may use the 'open spaces' during breaks but must maintain social distancing measures.

Trainers will restrict their movements, where possible to within the marked out 'trainer area' to ensure social distancing is observed with delegates, and will maintain any one of the following additional control measures at all times:

- Wearing a face covering at all times.
- Wearing a face visor and staying within the trainer area at the front of the room.
- Being seated behind a desk with a Perspex screen.

Additionally:

- If trainers need to walk around classrooms, they **MUST** wear a face covering (a visor is not sufficient).

Where possible trainers will stay with the same delegate group throughout their course (when the duration exceeds 1 day).

Visible social distancing safe zones to be created in classrooms so that distancing is observed and marshalled by trainers.

Delegates are encouraged to contribute to the high standards of COVID-19 control by highlighting breaches of acceptable behaviour. These should be recorded using the near miss cards.



GUIDE FOR EMPLOYEES

Staff should work from home where possible. Where it is not possible to work from home, consideration should be given to redesigning work processes to allow working from home before choosing to work from the usual place of work.

Virtual Classroom delivery should continue to be delivered from the Trainer's home location where possible.

No member of staff on leave, furloughed or otherwise should 'visit' their place of work.

All persons arriving on site will be subject to temperature checks (a high temperature being greater than 37.8°C). To avoid queues, start times, leave times and breaks should not mirror those of the delegates where possible.

Staff should **NOT** park in the course specific colour coded parking bays. Staff who do not know where to park should ask the COVID Monitor taking their temperature.

Face coverings are required at all Citrus Group sites. Staff are not required to wear a face covering at their designated workstation but will be required to wear a face covering when accessing/moving around the building. Staff will be provided face coverings if required and will be allowed to wear suitable personal face coverings that have been made to the government standard for DIY face coverings.

Staff access to the buildings has been changed to avoid the access/egress points used by the delegates where possible. Refer to local site rules /information.

Social distancing will be observed at all times. Where possible 2m separation should be maintained, and a minimum of 1.5m+ (plus either screens or face coverings) should always be observed. Where either of the above social distancing standards cannot be applied a task specific risk assessment should be in place and visors, face coverings and gloves worn.

All staff should limit their contact with other staff in the building as far as possible, and the use of phones and video conferencing technology is encouraged in preference to face to face meetings. Where physical meetings are required, they should only be conducted if social distancing can be maintained.

Trainers must limit their contact with office staff as far as possible. Breaks should be taken in their allocated training room or outside/in their vehicles.

Hot desking is not permitted. Visiting staff requiring office facilities should request the use of an unoccupied classroom or an office with unallocated desks, whichever has the lowest occupancy.

Increased frequency of handwashing and surface cleaning should be adopted at all times. Equipment sanitising sprays/wipes have been provided in the location of commonly touched equipment (photocopiers/printers, coffee machines etc.)

Staff who smoke should only use the newly created staff smoking areas to minimise coming into contact with visiting delegates. Refer to local site rules/information.

Staff should remain on site for their entire working period (including lunch) where possible.

Where possible, staff should bring pre-prepared meals and refillable bottles from home or use disposable cups.

All staff to clean hands at point of entry/exit to/from every room, every day.

Where alternative Staff canteens are available, staff are no longer permitted to use delegate canteens. 8

ACCIDENTS, SECURITY AND OTHER INCIDENTS

In an emergency, for example, an accident, fire or break-in, staff and delegates do not have to stay 2 metres apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Additional PPE has been provided with the first aid kits.

Any person who develops COVID-19 symptoms while on site should alert their Trainer/Manager at the earliest opportunity and leave site. The trainer/senior Manager must alert the senior management team as soon as possible, and the contact tracing records checked for accuracy in case they are later required by NHS Test and Trace.



HOW TO RAISE A CONCERN?

If you have any further questions or wish to raise a concern regarding our COVID-19 control measures laid out within this document, please email: staysafe@citrustraining.co.uk





 03332 07 66 11

 staysafe@citrustraining.co.uk

 www.citrustraining.co.uk