



The following 'Social Separation and Hygiene Rules' must be complied with at all times in conjunction with the 'Step Out' and 'Step In' principals as your health is our priority



1 Do not report to work if you exhibit any symptoms and or anyone within your household or any individual you have come in to contact with are now self-isolating.

Eliminate dual occupancy within vehicles where possible; where this is not practicable, apply vehicle risk assessment protocol

Assessment Protocol

1. Both members of the working party reside at the same address or
2. Team member does not hold a valid driving licence or
3. No alternative available

In all circumstances you must be assessed and authorised to undertake dual occupancy of a vehicle, the following mandatory control measures must be complied with:

- Avoid changing team members
- Minimise duration and distance of travel
- Keep windows open for ventilation
- Avoid touching your face and objects within the vehicle
- Do not eat or drink whilst travelling
- Maintain hygiene when leaving and entering the vehicle (**Rule 6**)
- Rest breaks must be staggered to avoid unnecessary sharing of the vehicle cab at the same time
- Frequently clean and sanitise the surfaces within the interior of the vehicle (steering wheel, door handles and controls) (**Rule 5**)



3 Display Key Worker notification signage at all sites when work activities are being undertaken and refer to your Question and Answer sheet when dealing with members of the public.

Risk assess all work activities, record your findings and implement all appropriate control measures

Work Method 1

Maintain 2 metre social separation; e.g. 'Step Out and Step In' process between team members; if unable to maintain; stop, reassess, innovate if safe to do so.

Work Method 2

Where no alternative work method is available you are permitted to work within 2 metres of each other in exceptional circumstances e.g. short duration of up to 15 minutes such as manual handling activities, then revert back to **Work Method 1**.

Work Method 3

Where work activities require closer working for a longer period (exceeding 15 minutes duration) additional Supervision will be required to aid the consistent application of the rules (revert back to **Work Method 1** on completion of the task).



5 Ensure you have sufficient supplies of Personal Protective Equipment and cleaning agents to maintain a safe, clean and sanitised environment when working, driving and operating plant and / or machinery.



6 Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water for at least 20 seconds; use hand sanitiser gel if soap and water are not available.



7 Minimise where possible the need to rotate plant operators to minimise dual use and handling of controls.



8 Report all incidents, near misses, hazards and breaches off the rules to the Incident Line.



9 Be vigilant, ensure you are personally carrying out the right actions, for you, your colleagues, your families and the public's health & safety.

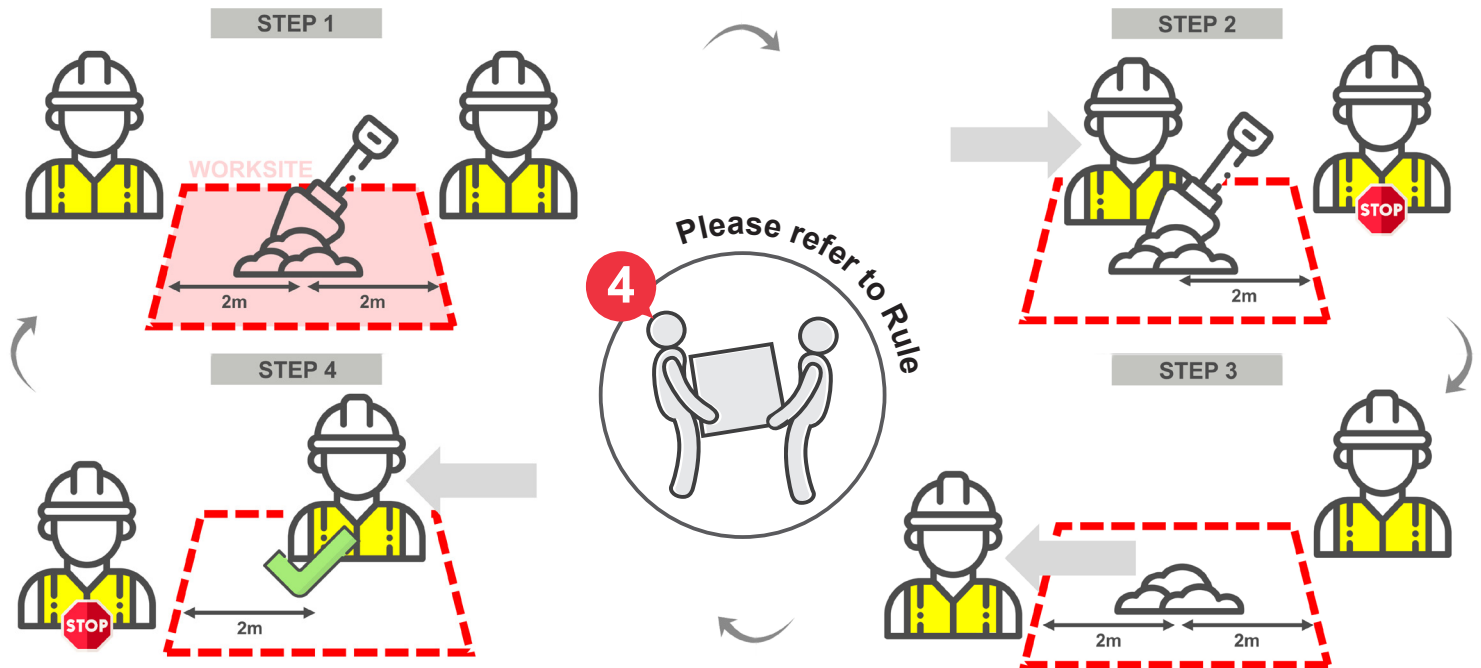
If at any point you feel at risk – because you cannot adhere to the 'Social Separation and Hygiene Rules', you must:

1. Immediately stop work

2. Make the site and work area safe

3. Contact your line manager for instructions on what to do next

STEP OUT, STEP IN PROCESS



WORK ACTIVITY PROFILE

Area of Risk	Instructions	Area of Risk	Instructions
Customer signatures required	STOP	Working in Exchanges and cable chambers	Maintain 2m where possible, refer to rule 4 control methods.
Multi dwelling unit (MDUs) & all internal build work		Customer end, outside (e.g. surveying building outside walls to determine connection points).	
New sites: Proactive onsite build		Opening boxes in public vicinity	
Emergency critical repairs	Joint management risk assessment needs to be carried out	Rodding with 2 people	
Sharing tools and PPE	AVOID	2 people surveys (e.g. roof, traffic management).	
Handling customer equipment		Civils in public and private areas	
Re-shelling cabinets & DSLAM	Risk assess, refer to rule 4 control methods.	Collecting stores from depots	
Working or accessing internal areas. (Internal Survey, Cable run)	Critical Network Infrastructure ONLY – maintain 2m where possible	Intrusive survey	
Customer inductions	Vulnerable customer delivery or repair ONLY. Risk assess on case by case basis	Interactions with customers or public	
Access to plant on private properties	Only if home owner occupied or to be occupied in the near future	Working in manholes and tunnels	
New site specific: Working or accessing internal areas.	Risk assess, maintain 2m where possible	All repairs	
Repair inside MDU	Risk assess, refer to rule 2 control methods.	Overhead and hoists works	
Dual occupancy of vehicles	Risk assess	Cell sites	
Manual poling		Handling & moving equipment that is a 2 person lift.	

STOP THE SPREAD

No work should be carried out by a worker who has coronavirus symptoms, however mild.



Wash hands frequently with soap and water or use a sanitiser gel



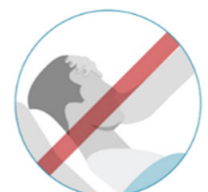
Catch coughs and sneezes and throw away used tissues



If you don't have a tissue use your sleeve



Avoid touching your eyes, nose and mouth with unwashed hands



Avoid close contact with people who are unwell