

Policy details	
Name of policy: <b>Pandemic Response Policy Including Covid-19</b>	Author name: Kelly Holifield
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### Statement of intent

At QM Systems We are committed to ensuring the health, safety and wellbeing of all our employees, customers and others who visit or work at our premises. We will comply with the relevant health and safety legislation, including the Health and Safety at Work etc Act and associated regulations. Specifically in relation to pandemic response, we will so far as reasonably practicable:

- Follow Government guidance and advice relating to current and future pandemic outbreaks.
- Undertake pandemic risk assessments in accordance with government industry specific guidance and implement any controls identified.
- We will keep the pandemic risk assessments under review and update them to reflect any significant changes.
- We will communicate our pandemic controls to our clients, visitors and other interested parties.
- Following a crisis, we will keep our emergency plans under review and ensure that they are tested regularly under normal conditions so that they can be resurrected and effectively implemented in the event of a new pandemic or second wave.

### Relevance and scope

This policy applies to the Directors, Management Team, and employees of QM Systems and other relevant persons such as contractors and visitors.

### Legal references and Connected Documents

The Health & Safety at Work etc Act 1974.  
 The Management of Health & Safety at Work Regulations 1999.  
 The Workplace (Health, Safety & Welfare) Regulations 1992.  
 The Personal Protective Equipment at Work Regulations 1992, as amended  
 Working Safely during COVID-19 in offices and contact centres 12 August 2020  
 Working Safely during COVID-19 in and from a vehicle 12 August 2020  
 Working Safely during COVID-19 in factories, plants & warehouses 12 August 2020  
 QM Covid-19 Visitor Self-Screening Declaration Form  
 QMHS11 Mental Health and Stress management Policy

### Definitions

**Epidemic**-a widespread occurrence of an infectious disease in a community at a particular time.  
**Pandemic** - defined as "an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people".  
**Coronavirus** - a type of common virus that can infect your nose, sinuses, or upper throat. they can spread much like cold viruses.  
**Covid-19** is a disease caused by a new strain of coronavirus. 'CO' stands for corona, 'VI' for virus, and 'D' for disease.

## Responsibilities

The Managing Director has overall accountability for the health, safety and welfare of all employees and anyone else who could be affected by Business activities. His responsibility includes providing active leadership and direction for health and safety in the event of a pandemic outbreak.

The Managing Director is accountable and responsible for making sure that:

- Effective arrangements are in place to manage health, safety and wellbeing during a pandemic outbreak.
- Adequate resources are available to ensure that work can be carried out safely and in accordance with government guidance in the event of an outbreak.

The Operations Director assists the Managing Director in fulfilling these responsibilities and is expected to:

- Monitor the implementation of this policy.
- Review periodically the effectiveness of this policy and procedure.
- Allocate sufficient resources to implement this policy including the provision of PPE, cleaning products, antibacterial hand gel and other consumables.
- Appoint competent employees and consultants to support with the arrangements if necessary.
- Ensure that risk assessments are undertaken and control measures implemented.
- Ensure that risk assessments and controls are kept under regular review; and updated in response to guidance as it evolves.
- Arrange timely and appropriate training in relation to control measures including what to do in the event of an employee having symptoms.
- Ensure pandemic control responsibilities are properly assigned and accepted at all levels.
- Ensure that this policy is kept under regular review and communicated to employees and other stakeholders.
- Manage communication and exchange of information with clients, visitors and other interested parties.
- Review the first aid arrangements and update the policy to reflect pandemic first aid protocols and to ensure sufficient cover in the event first aiders being furloughed or absent.
- Put in place measures to maintain regular contact with any furloughed staff and remote workers to reduce impacts on mental health.

### Managers & Senior Engineers

Managers have a duty to support the Managing Director and Operations Director to fulfil all of the above responsibilities. They will be expected to:

- Give input into the risk assessment process.
- Ensure that their teams follow the rules and adhere to all controls such as social distancing, hand washing and disinfection of working areas and equipment.
- Ensure that their visitors and contractors adhere to any controls and rules in place.
- Support and monitor the implementation of this policy and procedure.
- maintain regular contact with any furloughed staff and remote workers to reduce impacts on mental health

## Employees

Employees have a duty to co-operate fully with any pandemic controls. As an example, Covid-19 controls which must be adhered to are as follows:

Employees must:

- Make themselves aware of this policy and procedure.
- Not attend work if they are displaying any Covid-19 symptoms e.g. high temperature, new persistent cough, loss of taste/smell, sickness reporting procedures to be followed.
- Take responsibility for regular hand washing in accordance with government guidelines, using hand sanitiser where this is not possible.
- Wipe down any contact surfaces prior to and after use with disinfectant provided e.g. kitchen appliances, handles etc.
- Wipe down work stations and desks prior to and after use.
- Practice social distancing and where not possible wear a mask.
- Wear appropriate Personal protective equipment and respiratory protective equipment where necessary.
- Observe maximum occupancy levels for rooms.
- Not allow visitors on site unless they have completed the Covid-19 visitor self-screening declaration form and washed their hands/used sanitizer.

In the event of a second wave of the existing pandemic or government lockdown announcements for future pandemics, employees must follow instructions issued by the Operations Director and Production Manager.

## Contractors

Third parties are legally responsible for their own workforce and undertaking risk assessments to ensure that their work is carried out safely without putting others at risk.

Third parties such as contractors working on behalf of QM Systems must comply with the government pandemic guidance and provide copies of their risk assessments and controls to their QM host in advance of their visit.

## Visitors

All site visitors including contractors must complete a Covid Visitor self-screening form and wash their hands prior to entering the building.

## Arrangements & Procedures

In the event of a government announcement relating to a pandemic the steps to be taken are as follows;

### Step 1

QM Pandemic Response Team to convene – socially distanced or via conference call if necessary.

Pandemic Response Team:

Managing Director

Operations Director

Office Manager  
Production Manager

#### Step 2

Risk assessments to be undertaken and control measures agreed

#### Step 3

Controls to be communicated to the workforce. Exchange of information to take place with clients, contractors and other interested parties.

#### Step 4

Monitor the situation and review and update risk assessments and controls in response to evolving information and updated guidance. Communicate changes to staff and other interested parties.

#### Step 5

Review the response once the pandemic is over. Discuss lessons learned and improve emergency plans in preparation for any future events.

### **Covid-19**

Current Covid -19 controls include the following:

- Signage throughout the Castle Farm premises identifying maximum occupancy level for rooms.
- Signage reminding staff and visitors to wash hands and to social distance.
- Hand sanitiser and cleaning materials available in the kitchen and other points throughout the building.
- PPE/RPE including masks and gloves available for staff. Masks to be worn on occasions when it is not possible to social distance.
- Cleaning products provided for each bank of desks.
- Frequent cleaning of contact surfaces.
- Clear signage and instructions for visitors including the requirement to wash hands and wait in the reception for host to arrive.
- Covid-19 Declaration form for visitors to complete.
- Communication to staff regarding the need to self isolate if they have symptoms as per government guidance.
- First aiders briefed on Covid-19 first aid guidance relating to new protocols to following during the Covid-19 pandemic.
- Emergency packs available containing disposable overalls, aprons, gloves and masks for use in the event of a person developing symptoms whilst at work.
- Working from home where possible.
- Disinfection of contact points in company cars, forklift, and mechanical handling equipment pre and post use by operators.
- Additional kitchen/drinks making facilities to be temporarily provided to avoid over crowding of the kitchen.
- Breaks to be staggered and the lunch break window extended.

Emergency procedure to follow in the event of someone becoming unwell with symptoms whilst already on site:

- Isolate the person – the isolation room this will depend on where the person is when taken ill. The closest office or room should be cleared of people and the person should be asked to confine themselves.

- If a medical emergency e.g. breathing difficulty the emergency services should be called. They must be notified that it is a potential Covid-19 case.
- For less serious symptoms, a family member from the same household should be contacted to collect the unwell person if possible.
- Anyone helping or treating the unwell person must wear disposable overall, gloves and mask.
- The unwell person must also put on disposable overalls, mask and gloves if capable of doing so.
- Any areas that the unwell person has worked in or passed through should be disinfected by a specialist cleaning company, ideally with a fogging system prior to re-occupation.
- Anyone who has worked closely with that person must self-isolate as per government guidelines.
- All staff who have been in the building should self-isolate if symptoms develop.
- All staff should consider booking a test.

There are so many variables that it is difficult to develop a definitive procedure to cater for every potential scenario. The above procedure is intended as a guide and may need to be adapted, following 'dynamic risk assessment'.

Following a pandemic, risk assessments will be reviewed to accommodate a phased return to work for furloughed staff. It is recognised that employees may experience some levels of anxiety prior to their return. Control measures will be put in place to reduce the impact on mental health such as regular one to one's with Managers and team meetings. It is also recognised that skill fade may occur where people have been furloughed for longer periods. This will be assessed on an individual basis by Line managers and additional training provided or 'Buddy systems' introduced.

### **Performance Measurement and KPI's**

Compliance with this policy and procedure will be monitored by Management.

Supervisory observations will be carried out periodically by the Operations Director and Production Manager and rule breaking such as failure to social distance will be addressed.