





Our social separation and hygiene rules

We've outlined the key principles to manage and enforce social distancing and hygiene rules for our key workers:


1  Do not report to work if you exhibit any symptoms and/or anyone within your household is self-isolating. Follow existing business guidelines.


2  Do not share vehicles at any time, including during breaks


3  Display key worker notification signage at all sites when work activities are being undertaken.

4  Risk assess all work activities, record your findings and implement all appropriate control measures to maintain **2 metre social distancing**; e.g. **step out and step in** process between team members. If unable to maintain; stop, reassess, innovate if safe to do so

5 Make sure you have sufficient supplies of 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 the need to rotate plant operators to minimise dual use and handling of controls.

8  Report all incidents, near misses, hazards and breaches of the rules via the relevant process

Work guidance – do's and don'ts

Areas of Risk	Guidance
Sharing Vans or PPE	Stop
Customer Signatures Required	Unless it's permission to complete a pole test under the safety program
Newsite Multi dwelling unit (MDUs) – Proactive build	1. Engineer to request sole access to the floor they are working on from the site manager. 2. If this cannot be obtained and 2m distancing cannot be guaranteed, engineer should not complete the task.
New Sites Non MDU's: Proactive onsite build CBT/Splitter/Plot	Where the building site is open or access is available, Engineer to build to the Splitter / CBT - maintaining 2m and Risk Assess. Proactively build the plot before occupancy – maintaining 2m at all times within the premise (unoccupied)
Sharing Tools	AVOID
Handling Customer Equipment	Ensure these are thoroughly cleaned prior to and after handling.
Manual Poling	Risk assess and follow exceptional works process.
Re-Shelling Cabinets & DSLAM	Risk assess, follow exceptional works process and additional supervision is required.
Working or Accessing Internal Areas for provision (e.g. Internal Survey, Cable Run, NTE placement)	If safe Building Access has been granted - Site Open - Risk Assess, maintain 2m where you can't risk assess and follow the guidance given.
Customer Inductions / Developer Inductions	
Access to plant on private properties	Vulnerable customer delivery or repair ONLY . Risk assess on case by case.
Newsites Specific: Occupied Plots	Engineer asks the 3 questions before entering the property Have you or anyone else living here been diagnosed with COVID-19 or been asked to self-isolate? • Do you or anyone else here have flu-like symptoms? • Have you or anyone else living here received an NHS letter confirming you're classified as an extremely vulnerable person and should stay inside (known as shielding) for 12 weeks? If yes to any questions the COVID helpdesk process to be followed
Access to MDU for:	Risk Assess, maintain 2m where you can't risk assess and follow the guidance given.
Provision of CNI circuit or Repair.	
Accessing non-public areas (e.g. basement), and where passing through MDU (e.g. roof)	

Areas of Risk	Guidance
Working in Exchanges and Cable Chambers	Maintain 2m where possible.
Customer-end, outside. (e.g. Surveying outside walls to determine connection points)	
Opening box in public street	
Rodding/Cobra with 2 people	
2 people surveys	
(e.g. roof, dangerous road, Traffic Management)	
Civils in public areas or private areas	
Collecting stores from hubs	
Intrusive Survey	
Interactions with Customer or Public	
Working in manholes AND tunnels	
All Repairs	
Overhead and Hoists	
Cell sites	
Handling and moving equipment which requires more than 1 person to safely lift.	

* Ethernet CNI sectors defined as Health, Public Safety, Food, Defence and security, Transport, Communications, Utilities, Space, Government, Banking, Manufacturing (if related to CNI in current Covid-19 – NHS)

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If at any point you feel at risk because you cannot follow social distancing 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.**

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Always maintain the 2 metre social distancing rule
STEP OUT to give space for someone to **STEP IN**



3 core practices you should follow:

1. Self isolating

- 7 days if you have symptoms
- 14 days if a member of your household has symptoms

2. Good hand and respiratory hygiene

- Wash hands before, during and after tasks for 20 seconds
- Sneeze into arm or tissue and put in bin immediately

3. Social distancing of 2 metres

- Remain 2m away from others, this will require some innovation on the job and **should always be the first choice.** Some innovation examples:
 - Take turns to **step out and step in**
 - Breaking heavy loads down to reduce 2 person lifts



Public Health
England

Important information:

- Face masks do not stop you contracting COVID19; the 3 **core practices** (above) are the best defences
- Public Health England has advised that working closer than 2 metres to someone, in exceptional circumstances, doesn't require additional PPE
- These working practices are under continued review during this COVID period and will be updated periodically
- **These working arrangements may be audited at any time**
- This advice is endorsed by the BT Group Chief Medical Officer and Director of Safety, Openreach

EXCEPTIONAL working less than 2m apart

The **rigorous application of self isolation and hygiene** means that coming together, clean and symptom free, for as short a period as possible, in **exceptional circumstances**, is in line with Public Health England guidance.

If a specific task cannot be achieved without coming within 2m, but not physically touching, you must conduct a thorough risk assessment.

If the risk assessment deems closer than 2m working is required, the following must be discussed with your working partner(s):

- Are you and your household symptom free?
- Can we innovate i.e. break the load down or do the job differently to maintain 2m distance?
- Can we use a **step out, step in** method' that allows us to maintain 2m distance if the job needs both of our skill sets?
- Can we supply service a different way?

If you can't achieve the above, Public Health England has advised that working less than 2m distance apart **does not require additional PPE.**

For example, this may apply to lifting heavy equipment, re-shelling a damaged cabinet or yanking a stuck cable.

It **does not** mean, working together in the back of a van, clustering around a manhole, working as if nothing has changed.

Before commencing less than 2m working discuss the following with your working partner(s):

- How do we meet and **maintain** the hygiene standards?
- How do we eliminate the sharing of any tools?
- How do we minimise the length of time we are less than 2m distance apart?

Some longer duration works, such as re-shelling of a damaged cabinet, **will require additional supervision** to aid the consistent application of hygiene standards.

Remember, your safety is our highest priority. If you feel you cannot do the job safely, stop, make the site safe, and call your manager for advice.