



COVID-19 OUTBREAK PREVENTION AND MANAGEMENT

WORKPLACES

Workplaces can play their part in slowing the spread of the virus and helping to manage the risk of the virus re-emerging causing local lockdowns and disruption.

While the situation remains highly fluid, disruption is certain to continue meaning workplaces must be in a position to take swift decisive, clearly communicated action that engages and informs all stakeholders.

This toolkit contains guidance on how to prepare for cases of COVID-19 in your workplace. This includes steps to take now to be ready and steps to take if you are notified of a case(s) in order to prevent further transmission and manage any potential outbreak.

Instructions on using this Toolkit:

Please use 'Ctrl' and click on the ► [links](#) to view or download the documents.

Guidance in this toolkit

- [General Guidance to prevent the spread of COVID-19](#)
- [Early Outbreak Management Preparation](#)
- [What you should do to manage a single case with symptoms](#)
- [What you should do to manage a single case who has tested positive for COVID-19](#)
- [What you should do to manage a possible Outbreak \(more than one case\)](#)
- [Information your local PHE HPT may request from you](#)
- [Types of actions you may need to put in place](#)

Useful downloads and links:

- [Risk Assessment Guidance and Template](#)
- [NHS test and trace service for employers, businesses and workers](#)
- [NHS Test and Trace App information and QR Code download](#)
- [Outbreak Management Action Cards](#)
- [Table to record details of cases in your workplace](#)
- [Communications Toolkit in the event your business is affected by COVID-19](#)
- [Principles of cleaning after an individual with symptoms of, or confirmed COVID-19, the case has left the setting or area](#)
- [Temporary Closure Checklist](#)
- [COVID-19 Re-opening after a closure Toolkit](#)

Further links are provided in the relevant sections

General Guidance to prevent the spread of COVID-19

Restrictions

There may be restrictions placed on local areas, spaces and premises due to increased numbers of cases. The general guidance aimed at members of the public is also relevant, for example when considering who can meet up e.g. “support bubbles”.

- ▶ [Workplace Restrictions](#)
- ▶ [Location Restrictions](#)
- ▶ [General Restrictions on what you can and can't do](#)

Risk Assessment

There are important actions that everyone should take at all times to help prevent the spread of COVID-19. Refer to ▶ [Working safely during coronavirus guidance](#). These have practical examples of actions you can take to help you carry out a COVID-19 risk assessment for your organisation. If you have more than 5 employees your risk assessment should be written down.

- I have a completed COVID-19 Risk Assessment in place.
- I have arrangements in place to review and make changes to my risk assessment as new information and feedback comes to light.

Note: Additional guidance and examples of control measures are available from the HSE see:
▶ [Social Distancing in the workplace](#)

We have also brought together guidance and an example risk assessment toolkit in this guide:
▶ [COVID Risk Assessment Guidance and Template](#)

- I will stay up to date with COVID-19 guidance on GOV.UK. ▶ [Sign up for emails](#)

If you have a query about your risk assessment and the workplace safety requirements for the control of COVID-19 you can request for advice using [our online form](#).

Hand Washing

- I have handwashing with soap and water and/or hand sanitiser to put in place where this is not available e.g. at entrances/exits, bathrooms, hallways, kitchen, laundry, staff rooms etc.

Social Distancing

- I have control measures in place to ensure social distancing of 2 m. Where this is not possible we maintain 1m with additional control measures.

Note: Consider minimising contact between workers from different teams or key employees (e.g. by staggered working times or dividing workspaces into zones and instructing specific teams to keep to certain zones only). Isolation of an entire workforce may be required if not and key processes may be affected.

Customers/Visitors: Face Coverings

- Staff are asking customers to where face coverings where required to.

► **Check when to wear one, exemptions, and how to make your own**

Customers/Visitors: Group Sizes

- I am aware of the current restrictions on group sizes allowed in my premises and am not exceeding those limits for my premises.
- I am following all guidelines to keep groups appropriately socially distanced and to prevent mingling.
- I am informing customers of guidance through signage or notices at the point of booking or on arrival.
- I am ensuring staff are familiar with the guidance, and if any local restrictions are in place.
- I am asking customers for verbal confirmation of the number of people in their party at the point of arrival.

Cleaning

- I have enhanced cleaning procedures in place throughout my premises and in particular in communal areas, where people congregate, where there are shared facilities (e.g. toilets, canteens, corridors, workstations).
- I have additional deep clean programmes and audits in place that identify how this will be scaled up if there is an outbreak
- **Refer to the Principles of Cleaning section here: Cleaning non health care settings**
- Staff are trained in enhanced cleaning procedures in case of a suspect case at our premises and what PPE they may require.
- All staff that need to have attended training where necessary on putting on, taking off and cleaning any PPE provided.
- I have sufficient cleaning chemicals and cloths etc. to cope with additional cleaning requirements.

Waste

- I have a procedure for dealing with waste that may be contaminated and have trained staff on this. *
- **How to dispose of waste during a pandemic**

Note: *If you need to dispose of anything that is or could be contaminated the current guidelines are to double bag and leave it for 72 hours prior to disposal in the rubbish. This could be relevant to disposing cleaning equipment used to clean somewhere that a suspect case has been.

Ventilation

- I have suitable ventilation in place
- **Air conditioning and ventilation during the coronavirus pandemic**

Safe Travel Arrangements

Staff are aware of the ► **staying safe outside your home guidance** and ► **safe travel to work guidance**

Early Outbreak Management Preparation

This checklist is provided to help you focus on the main controls to prepare for an outbreak in your premises or an exposure or suspected exposure to COVID-19. Preparation allows you to respond swiftly to any cases linked to your workplace and will ensure you have clear communication and early intervention actions are in place to reduce the impact of this.

Note: the prompts are general and apply for all businesses. You may also need to consider other things depending on your circumstances and the nature of your business.

Early Outbreak Management Resources

- I have read the ► [COVID-19 early outbreak management guidance](#)
- I know what to do if someone reports illness ► [Guidance on the NHS Test and Trace service for employers, businesses and workers.](#)
- I have a copy of the ► [action plan](#) relating to my business sector and have read this

Sickness Reporting

- Staff understand they must not come into work if they have symptoms of COVID-19
- Staff have been informed to report illness and isolate and I will provide support to staff to encourage them to do this.
- I am up to date with the ► [Latest information about how you can catch Coronavirus \(COVID-19\) including symptoms](#) and have ensured staff are too. Basic Covid-19 training will take place covering symptoms and a breakdown of our risk assessment findings. This will include temporary/agency staff.

Symptoms:

- high temperature
- new, continuous cough
- loss or change to your sense of smell or taste

- I know to call local PHE HPT to inform them if I have more than 1 symptomatic member of staff (0300 303 8162 option 1 then option 1)

Every one of us plays a vital role in stopping the spread of COVID-19. Early engagement with your local PHE HPT is key to minimise any possible wider outbreak in your community.

- I have updated the sickness policy and staff are aware of any updates to this
- I have support in place for people affected e.g. counselling, support line or contacts for managers.

Self Isolation Requirements

- I am up to date with the latest ► [advice on when to isolate and what to do](#)
- I am up to date with the latest ► [Stay at home guidance](#).
- I am up to date with ► [Information on sick pay/compensation](#) and will support employees to self- isolate. **New** ► **Requirements and Fines** for businesses who prevent staff isolating.
- We have isolation procedures for staff who become ill onsite and will arrange safe transport home immediately and provide all workers with advice on contacting GP and/or NHS 111.
- Staff are aware of international travel restrictions and the need to quarantine after visiting certain destinations.

Customers/Visitors: Illness

- Staff are aware to turn people away if they are displaying symptoms of coronavirus
- Staff are aware of procedures for handling visitors, customers or guests who become ill on site or are showing symptoms on site

Staff Test and Trace

- Staff are aware of the NHS test and trace program and how we may play a part in that.
- We have discussed sharing information in the event of an outbreak, e.g. staff have been requested to share COVID-19 test results with us so we can know as soon as possible what their isolation requirements will be.

Employers are encouraged to keep staff informed about potential or confirmed COVID-19 cases amongst their colleagues. However, they should not name individuals, and should not unlawfully share anyone's personal data (including anyone's test results). See the **communication section** for more information on how to handle communication.

The ICO is clear that data protection law doesn't prevent an employer ensuring the health and safety of their staff. It should not to be viewed as a barrier to sharing data with authorities for public health purposes when necessary and proportionate, such as working with the NHS Test and Trace service. More information is provided by the ► **ICO's FAQs**.

- I have a log of all staff members, including their contact details (Inc. emergency contact details), when they have been at work, where they work in the building and sickness record so I can track potential exposures

Note: Consider requesting staff to record if they are unable to observe the minimum distance rules for longer than 15 minutes and feedback to you. Each worker should report this to their team leader. The log can then be used to establish a list of tasks that cannot be achieved using physical distancing. These tasks can be reviewed, and specific control measures can be put in place for these tasks.

Staff Testing Arrangements

Important: The NHS Test and Trace service is for those who display symptoms of COVID-19 or who have been advised to take a test by a medical practitioner or public service.

I am up to date with the latest testing guidance ► [guidance on coronavirus testing](#) and how to
► [Get a test](#)

Customers/Visitors: Display of the official NHS Test and Trace QR Code

Certain venues must by law display an official NHS QR code poster from 24 September 2020, so that customers and visitors can 'check-in' using this option as an alternative to providing their contact details.

- ▶ **Venues in England that should display the official NHS QR Code poster**
- ▶ **Official NHS QR posters can be generated online.**
- ▶ **NHS Test and Trace App Information for Organisations including FAQs**

The NHS test and trace app QR code posters can be used by any venue not just those required to by law. In these situations collecting details of visitors is a recommendation only. We encourage premises not required by law to create and display an NHS Test and Trace QR code poster for their venue, where these are visited by members of the public and has a space where people congregate.

- I have an NHS Test and Trace QR code poster suitably located for use by my customers and visitors e.g. at relevant entrances

Large venues may need to create separate NHS QR code posters for different areas within the venue, different entrances, spaces, or seating and viewing areas, if they are areas where people are likely to congregate for more than 15 minutes and be less than 2 metres apart. NHS QR code posters should be displayed at the entrances to these different spaces within the venue. This will allow contact tracing and public health advice to be more precise.

If you use any other QR code system at your venue, you must ensure that it does not show any NHS or NHS Test and Trace logos. You should also explain to your customers that you are using more than one QR code system in your venue. Unofficial QR codes will not work with the NHS COVID-19 app, can cause confusion for visitors, and could result in them missing important notifications.

Customers/Visitors: Collecting details

For venues where customer logging is a legal requirement there must be an alternative system in place to collect these details for customers who are not able or willing to use the QR code method. These details must be provided to NHS Test and Trace, if requested.

Details to be collected:

- The name of the individual;
- a telephone number on which the individual may be contacted;
- an e-mail address if the individual is unable to provide a telephone number;
- a postal address if the individual is unable to provide an email address;
- the date and time that the individual entered the relevant premises;

For Group Bookings

- The number of people in the group

There are exceptions to the requirement to collect information where visits are made by the police, emergency responders, certain delivery and postal services and for children under the age of 16 and those with physical or mental disability or other reasons related to their health.

Hospitality venues providing food or drink, such as pubs, restaurants, cafes, bars etc. must refuse entry to those who refuse to provide contact details or if it is suspected they have supplied inaccurate or incomplete information.

Any details collected must be stored safely and only destroyed after 21 days from the day they were collected unless there is another basis outside the Regulations on which the details may lawfully be retained. For example, you may already collect customer details as part of your booking requirements. You must have a privacy notice to cover any details you collect.

- I ask individuals to check in to the venue using the NHS app or alternatively I request them to provide their contact details to assist NHS Test and Trace.
- Staff are aware of our privacy notices and our procedures for General Data Protection (GDPR) around keeping personal information for test and trace purposes.
- We have a system for safe storage and destruction of the data
- Individuals are made aware of how they can access our privacy notice

Where an individual accesses a service or activity and it is required by law to collect their details and this activity or service is provided to an individual by only one member of staff, volunteer, or other person. E.g. sport massage, tattoo, additional information about the person who provided the service or activity should be recorded also.

- I record in one place the name of that member of staff, volunteer or other person who provided the service together with the name of the individual to whom the service or activity was provided.

Customers/Visitors: Additional Information Groups

For group bookings, a single member of a group of 6 or less may provide their details on behalf of the whole group. Where a gathering of more than 6 people is allowed by law e.g. wedding receptions, a single member of the group may only ever represent themselves and 5 others (6 people in total).

- For groups I ask an individual within a group to provide the number of people in their group and request at least one member of the group to provide their details.

Customers/Visitors: Additional Information

- I request details of visitors such as maintenance workers, which also includes where they visited in the building

Communications

Please refer to the ► **Coronavirus Outbreak Business Communications Toolkit** for advice on communications you may need if you are involved in an outbreak.

Internal Communications

- I have planned how to communicate with staff if we are involved in a workplace outbreak. This includes how we can get feedback from staff and how we will communicate messages back to them
- I have nominated a dedicated point of contact for staff to approach
- I have someone keeping up to date with the latest government advice on COVID-19.
- I have identified and implemented ways to communicate to staff members in the case of outbreak situations. E.g. communications boards, staff briefings, letters, what's app groups etc.
- I have identified suitable frequency of updates, topics to be covered and method of communication e.g. notice boards, what's app groups, emails.
- I am actively promoting health and safety awareness and advice and supervising staff carrying out safety measures. I am paying particular notice to reinforcing messages around social distancing and personal hygiene to promote these behaviours.
- I have communicated procedures to all staff e.g. social distancing, hygiene, sickness, meeting and/visitor policy, remote work and paid leave policy
- Staff wellbeing initiatives including any mental health support available has been communicated to all staff members

External Communications

- I have nominated a dedicated point of contact for external communications
- I have planned how to communicate with customers/visitors/suppliers in the case of an outbreak

► Refer to the **Coronavirus Outbreak Business Communications Toolkit**

- I have a press statement prepared should I be asked to produce one
- I am aware I may be asked for Test and Trace information by PHE/ NHS and local Authorities. I will keep this information secure for 21 day and available to pass on.

Business Arrangements: Continuing Services

- I have reviewed my insurance policy to ensure it is fit for purpose in the event of an outbreak

Where necessary:

- I have plans in place should key staff or the leadership team fall ill at the same time
- I have systems in place to enable remote work and decisions
- I have work policies including remote working particulars (where possible)

Business Arrangements: Supply/Delivery Chain (shut down prep)

- I have procedures in place to notify customers of any cancellations to service or goods
- I have prepared a plan on what steps to take to temporarily shut down during an outbreak.

► [see the temporary shutdown checklist](#)

- I have identified any critical processes that need to continue during a shutdown e.g. building maintenance.
- Where necessary I have access to critical systems remotely
- I have plans in place to cover implications of closing or reductions in employees during an outbreak. Including cancellation/delays to goods and services, cover for key processes.

What you should do to manage a single case with symptoms

► [NHS Test and Trace Workplace Guidance](#)

STEP 1: Identify

Possible Case:

Advise them about how to obtain a test. If they are a key worker you can also refer them for a test using the employer referral. ► [Refer to the testing guidance in the preparation section.](#)

STEP 2: Respond

Possible Case:

Advise the staff member to stay home for their period of self-isolation. ► [Refer to the self-isolation guidance.](#)

► [See the next section](#) if they are tested and this is positive.

Close contacts of possible case:

At this stage only household contacts of the possible case need to self-isolate. Other close contacts do not need to self-isolate unless requested to do so by NHS Test and Trace or a public health professional, but they should:

- avoid contact with people at high increased risk of severe illness from coronavirus, such as people with pre-existing medical conditions
- take extra care in practising social distancing and good hygiene
- watch out for symptoms and self-isolate if they also show signs of coronavirus

Employer:

Make sure you are following the control measures in your risk assessment e.g. encouraging good hand hygiene practice, social distancing and regular cleaning.

Keep in communication with staff and ensure they report any illness to you. Be prepared to escalate any response if further cases are reported. You should not share personal information regarding the person who is ill with other workers.

If you need further advice on the COVID secure guidelines or on what to do if there has been a failure in your controls contact your local Environmental Health Team.

COVID19@plymouth.gov.uk

What you should do to manage a single case who has tested positive for COVID-19

STEP 1: Identify

► NHS Test and Trace Workplace Guidance

Positive Case:

NHS Test and Trace will contact them as they have a positive test and will also advise them about self isolation. [Refer to the self-isolation guidance.](#)

They should report any illness to you also for your sickness reporting.

Close Contacts of a Positive Case:

NHS Test and Trace will ask the case questions to identify any close contacts.

STEP 2: Respond

Positive Case:

If they haven't been contacted by NHS test and trace you should advise the staff member to stay home for their period of self-isolation and await contact from NHS test and trace.

Close Contacts of Positive Case:

NHS Test and Trace service will notify any close contacts and instruct them to self-isolate. The period of self-isolation will be for up to 14 days, from the point of most recent contact with the person who has tested positive for coronavirus. When Test and Trace advises contacts to self-isolate, the service does not tell them the identity of the person who has tested positive.

Employer:

Make sure you are following the control measures in your risk assessment e.g. encouraging good hand hygiene practice, social distancing and regular cleaning.

Keep in communication with staff and ensure they report any illness to you. Be prepared to escalate any response if further cases are reported. You should not share the identity of a worker who has tested positive with other workers.

If you need further advice on the COVID secure guidelines or what to do if there has been a failure in your controls contact your local Environmental Health Team.

COVID19@plymouth.gov.uk

What you should do to manage a possible Outbreak (more than one case)

This guidance supplements the ► [sector specific action cards](#)

STEP 1: Identify

If you have noticed more than one case linked to your workplace within 14 days of each other e.g. sickness reporting amongst your workforce with symptoms like coronavirus or confirmed* cases of COVID-19 reported by staff. Go to step 2

*Note: In some cases reporting is required where there are 'possible' cases of COVID-19. This means where coronavirus symptoms are present but a case has not been confirmed through testing. Refer to step 1 in the specific action card relating to your setting and this will advise if this applies to you. Examples include hotels and other guest accommodation, caravan sites, holiday resorts and refuges etc.

You may be informed of a confirmed case of COVID-19 in your staff or a customer by NHS Test & Trace, your local Public Health England Health Protection Team (PHE HPT). When you are informed of more than one confirmed case with symptoms dating within 14 days of each other, go to step 2.

STEP 2: Report

Immediately contact your local PHE HPT for help and advice.

► [0300 303 8162 option 1 then option 1](#)

[See Information your local PHE HPT may request from you](#)

Do not worry if you are unable to answer all the questions, your local PHE HPT will help guide you through the process.

Note: NHS Test and Trace includes local public health experts who manage more complex cases. Local public health experts include both PHE health protection teams and local authority public health staff, Environmental Health Officers and other local authority staff. These organisations will identify themselves when they call you. If not you should ask where they are calling from.

Information your local PHE HPT may request from you:

Details of you organisation

- Name of company
- Location (including postcode and local authority)
- Key contact details: name phone number email
- Number of staff and
- Key details about how you workplace functions e.g. whether you are in a shared workplace, how staff work together.

Details of the cases

- contact details of the people affected
- when the individual(s) became unwell
- when they were last present on the premises
- nature of the roles/job undertaken by any staff affected
- known links between the individual(s) with COVID-19 (in or out of the premises)
- the average number of customers in a day/week
- number of people with which the individual(s) had close contact
- nature of the environment (for example layout and nature of the building)
- details of control measures
- has there been any contact with other agencies? for example local authority, Food Standards Agency (FSA), Health and Safety Executive (HSE)

STEP 3: Report

Please see our table for recording of cases in your workplace

Your local PHE HPT and in some cases your local authority will work with you to assess the risks and advise you of what actions to take.

Depending on the outcome, your local PHE HPT and local authority may establish an Outbreak Control Team to help support you to manage the situation.

► [Guidance on the NHS Test and Trace service for employers, businesses and workers.](#)

Types of actions you may need to put in place

Further Guidance is contained in the ► [sector specific action cards](#) which can be downloaded from the website link.

STEP 1: Enhanced Testing and Tracing

Enhanced testing and tracing may be required for your workforce. Your local PHE HPT and in some cases your local authority will work with you on this.

- [See NHS guidance on testing](#)
- [See case record template for recording details of cases](#)

STEP 2: Communications

Increased staff/customer awareness of and adherence to protective measures will be recommended.

- [See Coronavirus Outbreak Business Communications Toolkit](#)

[See Risk Assessment Toolkit](#)

STEP 3: Review of Controls

Having a suitable Risk Assessment should mean staff, visitors and customers to your premises have been protected. However, in some circumstances additional measures may be requested over and above the enhanced hygiene, handwashing and cleaning regimes e.g. deep cleaning, limiting access to the premises, splitting staff into teams or shift groups where possible or temporary closure to the premises.

- [See Risk Assessment Toolkit](#) for links to working safely guidance and suggested controls.
- [Cleaning non health care settings](#)
- [See Temporary Closure Checklist](#)

TEMPORARY CLOSURE CHECKLIST

You may be closing your business in a hurry due to a local lockdown or an outbreak of Covid-19, we recommend that you take the following action.

Communications

- Implement your communication procedures with staff, customers, suppliers etc.

Fire Safety

- Turn off all non-essential electrical appliances
- Where appliances do need to be left on, such as fridge/freezer, ensure they are well ventilated, kept clear of storage and there are no signs of any electrical faults
- Ensure any shared escape routes or way-leave agreements remain available to use by other occupiers where they remain open for business
- Consider the risk of arson by ensuring your premises is secure
- Leave contact details in a place which is visible to fire crews should they have to gain entry to your premises.
- Do not switch off your fire alarm system where it is still required to protect people who live within your premises or where it forms part of a communal fire alarm system for the building.
- Consider discussing with your insurance company any actions likely to impact upon the terms of your policy
- Do not switch off your mains power supply to your fire alarm system if it is still required and make arrangements to continue with regular checks to ensure the system remains in working order
- Notify the responsible person of any other premises who may be affected by your decision.
- Before you bring your premises back into use:** Ensure any fire safety system, for the protection of life, has been tested and is fully operational. You should arrange for a competent person to check your premises fire safety systems as soon as possible, especially for any premises which provide sleeping accommodation.

Arson advice

As many businesses have had to move out of their buildings temporarily, and at some speed, owners may not have had time to consider that vacant buildings are often more susceptible to the risk of fire (arson), criminal activity, misuse and malicious damage.

The Fire Protection Association have provided a free guide. This guide looks at what preparations, practical measures and security controls can be applied to help manage fire safety in your business

- ▶ **[Security and arson protection advice for building and business owners and insurers - a free guide to managing the risk during the COVID-19 outbreak](#)**

If you would like to speak to a fire safety officer regarding your premises, please contact their helpline on 01392 872567 during normal office hours or email firesafetyhelpdesk@dsfire.gov.uk

Additional Checks for Food Businesses

Specific advice on how to maintain food safety during a lockdown can be found on the food standards Agency website.

Refer to ► [Guidance for food businesses undertaking a rapid shut down in response to coronavirus.](#)

STAFF TEST AND TRACE CASE RECORD

Information your local PHE HPT Local Authority may ask you to provide:

Workplace Name

Your Contact Name

Workplace
Address

Your Contact Phone
number

Your Local
Authority

Your Contact email

Details of Cases

Case Name	Case Contact Details (Phone number/ Address)	Date they became ill	Date they were last at work/in the organisation	Job Role	Known links between the individuals with COVID-19	Number of people that the individual or individuals had close contact with

Case Name	Case Contact Details (Phone number/ Address)	Date they became ill	Date they were last at work/in the organisation	Job Role	Known links between the individuals with COVID-19	Number of people that the individual or individuals had close contact with