
Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-66 Pandemic Policy- TMHUK Business Centre Working Protocols

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Policy Statement

TMHUK is committed to ensuring all team members, contractors and visitors attending our premises during a pandemic remain as safe as far as is reasonably practicable. All persons are expected to adhere to these protocols.

As an employer, TMHUK must take reasonable steps to protect team members from harm. In addition to following Government Bodies and World Health Organisation guidelines a risk assessment will be completed, and control measures implemented to protect team members and others from the risk of contracting an infection.

Controls that may be implemented are:

- closure of premises
- taking measures to work at home where possible.
- staggering shifts breaks and start/end times.
- maintaining social distancing.
- reduce face to face meetings.
- changing work and tasks to keep social distancing.
- restricting hot-desking and equipment sharing.
- additional PPE requirements i.e. face coverings, gloves.
- temperature taking and health questionnaire.
- cleaning and hygiene i.e. additional cleaning requirements, sanitisers
- consider groups who may be at higher risk of infection and/or poorer outcomes if infected

TMHUK will consult and involve team members in the steps being taken to manage the risk of a pandemic in the workplace and will ensure that all changes that are being planned are explained. Any suggestions or ideas from team members about changes in the workplace to keep people safe, which are workable, are considered.

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Scope

These protocols apply to all team members, contractors and visitors coming to TMHUK premises. These protocols apply to all TMHUK premises and areas controlled by TMHUK.

Restrictions and requirements prior to coming to the business centre

Team members who are normally based within one of TMHUK's premises will be advised by their Leader when they are required to work in the premises. In many areas maximum numbers of persons will be agreed and this must not be exceeded. Functional Leaders will manage who attends the premises and who works from home.

Other team members (or their Leader) wishing to visit a TMHUK premises must first request approval from the HR & QHSE Director. Approval will only be granted if the visit is deemed necessary and there is available capacity.

The business centres may have restricted working hours. Check before your visit and make sure you stay within the times allocated.

If a meeting room is required, this must be requested through Warrington reception. Note: meeting room capacities may have been reduced.

'Hot desking' may not be permitted, therefore if necessary meeting rooms and other communal areas may be adapted to use as office space and have designated work areas. .

Contractors will not be permitted to come to site without the authorisation of their TMHUK Contact and for essential/statutory works only.

Visitors will not be permitted to come to site without the authorisation of the Functional Director and the HR & QHSE Director.

Pandemic Marshals will be assigned for all TMHUK premises. Persons will only be admitted into the premises if the pandemic Marshal is aware that they are attending, otherwise admittance will be not be granted.

Where the government has identified a high risk group, these persons must not attend any TMHUK premises without approval from the HR & QHSE Director and QHS Manager.

Arriving on Site

On arrival all persons must enter via the main reception area. Premises with workshops may grant access to workshop team members via the workshop entrance with approval from the HR & QHSE Director.

All personal protective equipment, as advise required by the governing bodies, will be provided. Further guidance will be given on whether this is to be mandatory.

All persons must wait at the entrance until the Pandemic Marshal tells them they can enter, social distancing may be in place The pandemic Marshal may also ask a number of questions to ensure protocols have been adhered to prior to allowing entrance into the premises.

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Whilst on Site

Follow TMHUK and government guidelines

Minimise movement around the site – restrict to areas where you are located/working.

Maintain social distance (2m where possible) and avoid all physical contact with other people. There may be areas (e.g. some corridors and communal toilets) and circumstances where it is not possible to maintain 2m distance for brief moments, e.g. whilst passing others. Please apply polite common sense to minimise the time spent within 2m of others for these brief moments.

Room occupancy restrictions:

Some areas will have maximum occupancy levels displayed on the door which must be observed for general working in the area. This does not preclude brief visits (e.g. to collect waste, deliver items, pass on a message, etc.) which may temporarily take the total number of people in the area above the occupancy level.

Communal Areas:

Minimise the use of kitchens and bistros using personal drinks bottles, cups, plates/dishes, cutlery etc. Some shared equipment such as microwave ovens, fridges, kettles etc are available for use. Wash your hands upon arrival. Minimise the surfaces/items you touch. Clean any items/surfaces you touch. Do not bring treats to share or make drinks for others.

Some areas may be specifically designated as requiring a face covering or other safety requirement. Look out for blue mandatory signs.

Hygiene:

If you experience symptoms whilst you are working, contact your line manager and HR immediately.

Housekeeping: Keep your workspaces clean and tidy to facilitate cleaning. A clear desk policy should be adopted, moving all items of paperwork and stationary to drawers/cupboards etc at the end of each working day. This applies to workshop, spare parts and other functions.

Adhere to sneezing and coughing guidance: *catch it – bin it – kill it*.

Wash/sanitise your hands frequently. Thoroughly wash with soap and water for a minimum of 20 seconds or sanitise with an alcohol-based product if soap and water is not available. Key times are when you arrive at work, before and after touching shared items, before and after eating/drinking, before you leave and when you get back home.

Cover all cuts and abrasions with a waterproof dressing. Try to avoid touching your eyes, nose and mouth with unwashed hands.

Personal Protective Equipment (PPE) guidance:

Do not share PPE, use your own, for example, hi-visibility jackets/coats, eye protection, hearing protection, head protection. If you need PPE speak to your leader.

Clean or dispose of your PPE after use and store it correctly, preventing others from using it.

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Disposable gloves can be used to protect against potentially contaminated equipment, surfaces, etc. Change gloves regularly and avoid touching your face when wearing.

Use of gloves and face coverings are NOT a substitute for good hand hygiene and general infection control since the glove/face covering itself can still carry viruses from place to place and endanger others.

Shared Workstations, Areas & Equipment:

The use of shared workspaces should be kept to a minimum. The sharing of workspaces (hot desking) is restricted to network offices and meeting rooms. If shared workspaces are a requirement approval must be sought from the HR & QHSE Director, QHS Manager or QHSE Advisor. Prior to and following the use of any shared workspace, the area and equipment must be cleaned down with disinfectant spray or wipes. It is the user's responsibility to do this.

Team members with their own workstations should clean it as a minimum at the start and end of each working day.

Clean down any items or surfaces that have recently been touched by others before using.

Do not share tools or equipment without cleaning before and after use.

Safety First: When using a spray for cleaning, spray the product onto a cloth or tissue and wipe down the equipment. Do not spray directly onto the equipment. Using disinfectant wipes/antibacterial wipes/antiviral wipes is acceptable. Take care with electrical equipment and disconnect the power supply where possible.

Cleaning Guidance

Cleaning Agent	Best for	Comment
Soap and water	Hand washing	This is the best and primary method of cleaning hands.
Alcohol based gels	Hand washing where soap is not available	Try not use where there is visible dirt or contamination **Allow alcohol to dry before touching anything metal, or working with any sources of ignition**
Disinfectant/antibacterial spray	Work surfaces, furniture & tools	Spray onto a cloth and wipe down surfaces, allow to dry. Unplug electrical equipment before use.
Antibacterial/Antiviral wipes	Work surfaces, furniture & tools	Unplug electrical equipment before use.

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Business Meetings

Face to face meetings should be avoided. Where possible use alternatives such as virtual meetings (Teams, Skype) or telephone.

- Adhere to room occupancy limits if a face to face meeting is unavoidable
- Maintain social distance.
- Do not attend a face to face meeting if you feel unwell.
- Wash your hands before and after attending face to face meetings.
- Clean down any items or areas before and after the meeting.

Tasks involving two or more persons

Plan the task to minimise two-person working, assessing the safety of all involved and restricting the number of people in the area. All tasks on site must be discussed and agreed with the appropriate leader and only those tasks that can meet the following requirements are permitted:

Appropriate social distance (2 metres) between persons can be maintained at all stages of the task. If at any point it is not possible to maintain the minimum distance, stop work and re-evaluate the task to see if it can be done differently or if it can be postponed to a later date.

If 2 metres cannot be maintained can the task be completed without face to face work, perhaps back to back or side to side? Minimise the time of the task and wear a face covering, mask or visor.

Wash hands before the task and afterwards (and regularly throughout).

Smoking (including e cigarettes)

Smoking is permitted in the normal designated areas however maximum occupancy levels must be observed. Maintain 2 metre social distance. Wash hands before and after smoking.

Heating, ventilation and air conditioning (HVAC)

Specific controls may have to be implemented for HVAC systems within the business centres. Refer to SM-68 - Pandemic Heating, Ventilation and Air Conditioning policy.

Eating and Drinking

Wash your hands before and after eating and drinking.

Canteen and bistro areas are still in use but have maximum occupancy levels applied. Do not exceed these levels. Clean the table/chair before and after use.

Eating and drinking at your workstation is permitted. Clean the workstation before and after.

Consuming food and drink in engineering workshops/parts distribution bays is permitted however extra care must be taken to ensure good hygiene. Soiled overalls should be removed, and food must not be placed on unclean surfaces.

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Departing the business centre

- Observe the clear desk policy and then clean down your work area.
- Ensure you are signed out of the business centre by the pandemic marshal.
- Wash/sanitise your hands when leaving.

Action in the event of a confirmed case

If you have any of the publicised symptoms do not attend work. If you are at work inform your leader and the HR team immediately.

If you have tested positive inform your leader and the HR team as soon as possible. You will be asked a number of questions in order for us to ascertain the likelihood of the virus being spread within the workplace.

The HR & QHSE Director, Divisional Director, QHS Manager and QHSE Advisors (others may be requested) will meet as soon as is possible to discuss the risk and actions required. The actions may include but are not limited to:

- Try to ascertain how the person became infected and when.
- Investigate when the infected person attended the business centre.
- Investigate where the person has worked, the specific location and any other areas which may have been visited briefly.
- Investigate who may have been in close contact with the infected person (refer to UK Government guidance on close contact);
- A thorough clean down of the work areas and communal areas where the affected person has attended. Third party cleaners may be asked to support this action.
- Isolation of the work area.
- Asking other team members who may have been in close contact to work from home.
- The partial close of a business centre.
- The full close of a business centre.
- Plan a communication to those involved.
- If multiple positive cases are discovered, a communication will be made to Public Health England and the Regulatory Authorities (Health and Safety Executive, Local Authority Environmental Health Officer) for advice and information.