

Returning to Work Action Plan

ACTION	STAGE	OUTPUTS REQUIRED	RESPONSIBLE	PRIORITY	STATUS	START	END	NOTES
General								
Continue to follow NHS/ PHE/ UK legislation for latest updates and guidance	Preparation & Return	Continue to maintain	All Management	High	In place			Review and address actions following legislative or guidance change
Continue to maintain normal internal and client communication channels	Preparation & Return	Continue to maintain	All Management	High	In place			
Continue to follow Coronavirus Outbreak Process for all suspected and confirmed cases	Preparation & Return	Continue to maintain	All Management	High	In place			
Maintain ongoing senior management update meetings	Preparation & Return	Continue to maintain	All Senior Man	High	In place			
Procedural								
Draft & issue service reinstatement process	Preparation		Compliance Manager	High	Draft sent			
Draft & Agree JR&Co safe working practices/ standard operating procedures for on site, mobile and head office employees	Preparation		Compliance Manager	High	Draft sent			social distancing, segregation of staff, PPE, policy for absence with flu symptoms
Draft, agree and issue applicable return to work policies to all employees	Preparation	Return to work Policy Work Safely Policy Guest and Visitor Policy (HO)	Compliance / HR Manager	High				
Devise RAMS based on Standard Operating Procedures to be issued to all cleints	Preparation	Pre and post return sanitisation cleaning RAMS Working Safely during Pandemic RAMS	Compliance Manager	High				
Draft & issue pandemic recovery plan	Preparation	Issue draft to senior management board	Compliance Manager	High				
Client/ Site Specific								
Send service reinstatement questionnaire to client	Preparation	Daft questions to be agreed by Senior Management Board Issue by Head of Comms / APM	Compliance Manager / APM	High				
Confirm service levels required	Preparation	Ref service reinstatement questionnaire Obtain info on areas occupied / in use Phased return? Agree cleaning plans Confirm subcontractual services recommencing? Day Janitor schedule changes (increased cleaning to priority touchpoints, etc.)	OM	High				
Confirm operational changes needed to conform to social distancing and client requirements	Preparation	Review and reallocate cleaner/cleaning areas breakdown to ensure suitable social distancing guidelines Ensure our work or employees safety is not compromised by any client specific request - 'open book policy' with clients that some cleaning activity might have to be reconsidered and rescheduled to a later date	OM/ DD	High				
Check for any changes to clients protocols and procedures	Preparation	Communicate operational changes to client Access arrangements Visitor arrangements Collecting/ disposing waste Emergency procedures	OM	High				
Confirm any additional services required (non contractual extras to be sold)	Preparation	Consumables pricelist (sanitiser, PPE, dispensers, etc). Additional services handout	APM / OM	High				i.e. additional day janitor pesence for sanitisations etc, bulk waste clearance, bin disinfectant cleans, weekly clorox disinfectant cleans, PC/ IT cleaning
Confirm if cleint would like any return Sanitisation Cleans	Preparation	Confirm if reinstatement / cloroxT360 clean as part of service reinstatement questionnaire Formulate RAMS/COSHH	APM / OM	High				
Request copy of client's policy for their return to work measures taken and relevant RAMS	Preparation	As part of service reinstatement questionnaire	APM	High				

Record client guidelines and practices as an SSI on Goldmine, ensuring relevant Management team is aware of these requirements	Preparation	As part of service reinstatement questionnaire	APM	High			
Communicate with site employees these guidelines and practices. Record as training record on APP	Preparation	Ref return to work training plan (TBTS)	OM	High			
All operatives and managers and visiting sites should wash hands on arrival (or use sanitiser where hand washing facilities not available)	Preparation	Ref Standard Operating Procedures	OM	High			
Notify suppliers /contractors of site reopenings	Preparation		APM	High			
Continue to schedule customer meetings via conference call (unless agreed otherwise and social distancing/ safe practices can be maintained)	Return		All Management	Medium			
Training							
Draft return to work training plan & materials for all employees including Management & Head Office	Preparation	TBT PPE TBT Disinfectant/ Sanitisation Cleaning TBT Working Safely TBT Touchpoint cleaning TBT Social Distancing	Compliance Manager	High			training should be in line with policy sent to all employees (head office and on site)
Issue return to work training material via employee communication channel to all employees	Preparation		HR Manager	High			issue either as form via email on employee portal
Devise & implement a temporary online induction, refresher and TBT training programme as group and onsite training options will be limited	Preparation		Compliance Manager / Head of Comms	High			review options for training material based on the mandatory license to practice BICSc unit to be issued in video format either via email with comprehension sign off or via employee portal (RF reviewing options)
Monitor training completion records and performance manage any non-conformance	Preparation		Compliance / HR Manager	High			
Prepare a plan for TBTs to be issued monthly	Return		Compliance / HR Manager	Medium			
HR							
Re-engage employees & mitigate workforce anxiety	Preparation & Return	Working from home questionnaire (Head Office Staff) Site Staff Survey Pre- start Communications campaign to all staff Post - start follow up communications / follow up survey / platform for employees to share their concerns/ suggestions etc	HR Manager	High			
Absence Management	Preparation	Ensure policy for absence with flu-like symptoms remains in place and known by all employees Continue to maintain employee absence tracker and review for any possible trends of continued absence that will need to be addressed by HR Site Supervisors to continue to have authority to exclude employees who have flu like symptoms Monitor site attendance using time & attendance system	HR Manager / Payroll Manager	High			
Define who returns to work	Preparation	Risk assess employees with pre-existing medical conditions whether they can return now or a further period of isolation is required dependant on condition & precautions we can implement	HR Manager	High			