

COVID-19 Safety Operating Procedure (SOP)

WBS

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1. [Introduction](#)

This Safety Operating Procedure (SOP) is for WBS at Scarman Road, the Teaching Centre and The Shard, to outline the measures put in place to ensure staff and users can return to the building and operate safely during the COVID-19 pandemic.

The SOP is the output of rigorous risk assessments of the activities we carry out in the spaces we operate in, which have received input from colleagues in University Health and Safety and Estates departments, Human Resources and the UCU Trade Union. This document should be read in conjunction with University's [Guidance for Staff at Warwick](#).

This document will help to make sure you are fully aware of what to expect upon your return. The relevant Risk Assessment documentation will be available via the [WBS HR website](#).

Regular reviews will take place to discuss the effectiveness of the measures put into place, what changes need to be made to ensure the safety of staff and users and how this will be communicated to building users. It is important that staff provide feedback so that we can fully understand how the safety measures are operating in practice. Information will also be reviewed and updated following changes in Government guidance.

The University's Health and Safety Services have created a designated COVID-19 webpage, [Stay safe at Warwick](#), which offers a wide range of information and FAQ's.

2. [Arrangements for Staff Working in WBS Buildings](#)

It is really important that you stay updated with the most current Government and University guidance. We will endeavour to update you as changes are made but we encourage you to familiarise yourself with current guidance at the [University's web pages](#). Any changes to safety arrangements and SOPs will be communicated through Heads of Department and line managers. This SOP will be updated to reflect any changes.

This SOP is relevant for WBS Scarman Road, the Teaching Centre and The Shard. WBS Shard management may adapt sections of this to more closely align with the distinct operational methods at The Shard.

We all have a part to play in helping to maintain a safe environment. It is your responsibility to act in an appropriate and safe way when on campus and at WBS; staff should regularly consult the [University's Covid-19 guidance](#).

2.1. [Staff Re-induction to Work](#)

Prior to returning to work all staff should receive from their line manager:

- A copy of this COVID-19 Safety Operating Procedure;
- Access to Risk Assessment for Working Safely during COVID-19 for the area(s) they work in;
- Advice about the University's and Return to Campus [checklist](#).

All staff need to ensure that they have:

- Watch the [Working safely during COVID-19 video](#) (3 minutes);
- Complete the [Fire Safety Awareness course](#) (20 minutes). Please take time to refresh your knowledge on this course, even if you have completed it before.

2.2. Staff Attendance

Increased campus services, student-related and teaching activities, and business-critical activities will require relevant staff to come to campus. Staff attendance within each building will be monitored and reviewed in order to manage staff and student safety and adhere to the building maximum capacity levels.

Guidance for staff attendance on campus is as follows.

- Following Government advice, the [University strongly advises](#) any staff coming onto campus to take a lateral flow test twice weekly until government guidance to stop is received, even if vaccinated. Staff may enter the building/ office while they are waiting for their test results, in accordance with the safety measures and precautions in place.
- For London-based staff, and students, there is a free rapid COVID testing site at London Bridge Station, (off of the St Thomas Street exit in the archway behind Paperchase). Rapid tests are painless and results are usually available in less than an hour. These do not need to be pre-booked, however if you choose to, this can be done via <https://www.southwark.gov.uk/search?q=covid+test>.
- Teaching and learning: academic staff, teaching-focussed staff and sessional teaching staff are not expected to be on campus unless they are undertaking scheduled face-to-face teaching delivery. Personal tutoring, advice and feedback hours, and other academic support should be conducted online.
- Research: staff should only come to campus when they have a business-critical research activity that needs to take place in the building. Any work-related research activity that is not office based (i.e. field work), is subject to the same risk assessment processes as normal.
- Professional Services teams: when face-to-face teaching resumes, it may be necessary for staff in student-facing roles and some staff key to department operations to return to the building as identified by Section Heads (SH) and Heads of Groups (HoGs).
- PGR study and supervision: when PGR students return to WBS, the Doctoral Programme Office (DPO) will co-ordinate bookings for use of Doctoral Programme space in order to manage capacity. Shared spaces will be subject to social distancing capacity arrangements.
- University Cleaning Services, Estates, Health & Safety and WBS Café staff will also be on site (and equivalent at WBS Shard), and will liaise with relevant WBS staff if their tasks require cooperation/ consultation. You will be contacted in advance if access to your office/ area is needed, to ensure appropriate entry and exit to spaces in a safe manner.
- Visitors: non business-critical visitors should not be invited to the campus.
- All meetings will continue to be held online via Teams (or equivalent where appropriate) wherever possible.

2.3. Working from Home

It is expected that staff will begin to return to campus during Term 3, initially those engaged in business-critical activities. Staff should discuss their return to campus with their line manager or SH/ HoG, utilising [guidance issued by WBS HR](#). In the meantime, staff should continue to follow the University's guidance available for [Working from Home](#).

2.4. Travelling to Campus

Wherever possible people should travel to campus alone or with those that they live with, using their own transport, or by walking or cycling. Staff should keep up-to-date with the most current government documentation: [Coronavirus \(COVID-19\): safer travel guidance for Passengers](#).

Those who drive to work should consider staggering their arrival and departure times in order to avoid congestion (by agreement with a line manager/ supervisor).

2.5. Personal Protection

In order to stay safe on return to campus, staff are required to:

- wear face coverings in line with the [University's guidance](#);
- continue to wash their hands regularly;
- use the hand sanitisers that will be made available throughout buildings;
- observe 2-metre social distancing wherever possible, and adhere to floor markings, directional signage, one-way systems and barrier control areas.

In addition:

- **Staff should not come in to work if showing symptoms of COVID-19** and should self-isolate for 14 days if other members of their household have symptoms until a test has determined that it is not COVID-19. (See [University COVID-19 testing guidance](#));
- Staff should avoid skin to skin and face to face contact;
- Staff must follow hand washing guidelines and regularly wash hands with soap and water;
- Tissues and other waste to be disposed of in waste bins regularly.

The University has [mandated the wearing of face coverings](#) when inside University buildings, and special attention should be paid in areas where 2-metre social distancing is not possible, and for any interaction lasting 15 minutes or longer, even when 2-metre distancing is possible. The University continues to provide re-usable face coverings for all staff. You will be able to collect a face covering from the North or South Entrance to WBS on arrival, and receptions for The Shard, and from Senate House if the North or South Entrance are not staffed when you arrive.



3. [Building Operations](#)

3.1. Building Capacity

Campus buildings have been risk-assessed and allocated a reduced safe occupancy capacity in line with current social distancing guidelines.

To ensure maximum capacity is not exceeded:

- Staff should discuss their return to campus with their line manager, SH or HoG;
- Start and finish times will be staggered where possible in order to reduce congestion and contact;
- If staff who continue to work from home, need to come into the building for a specific reason, this must be agreed in advance with the relevant line manager, SH or HoG;
- When face-to-face teaching resumes, the teaching 'day' may be extended to stagger student attendance in the building.

SHs and HoGs will initially continue to operate 'rota' type arrangements in their teams to ensure that the number of the staff present in their areas/ offices does not exceed the recommended occupancy for the area. The number of occupants within each building will be monitored and reviewed at a local and departmental level.

3.2. Signage

To ensure that all building users are reminded of hygiene and social distancing guidelines, temporary signage is in place throughout the building. Building users are asked to familiarise themselves with, and follow, the signage and guidance. This includes advice around direction of travel, one-way staircases, distancing, maximum people in an area (e.g. kitchens), hand-washing/ sanitising and cleaning areas with materials provided.

3.3. Access and exits

Building users will use the North (next to Post Room) and South (Main Reception) doors to enter and exit the building. The West (lake-side, cycle store) door will be exit only. Staff will also be able to use the door to the right of the CareersPlus office.

London-based staff and students must continue to use The Shard's passenger lifts, observing the entrance queuing system and reduced capacity of four people only per lift. There is no stair provision at The Shard except in the case of emergency evacuation.

Hand sanitiser stations are installed at building access points, at numerous locations around the WBS buildings and on both floors at The Shard.

3.4. Flow in Corridors and on Staircases

Signage is in place to guide building users. A 'Keep Left' system will operate for all areas. In order to meet social distancing requirements, building users will be required to keep moving and not to stop to chat in corridors, stairwells and at entrances and exits.

A one-way system is in place for staircases, and is clearly signed. As with other areas, building users should Keep Left on staircases, and will be required to keep moving and not to linger on stairs and stair landings.

3.5. Lifts

The use of lifts at WBS on campus will be restricted to those unable to use the stairs safely, or for the transport of goods where the use of stairways would not be possible or safe. Each lift will operate under COVID-19 social distancing measures, with a maximum occupancy of one person per lift. Clear signage is in place to guide building users.

The Shard is operating a maximum capacity of four people per lift. This will be monitored and controlled by security staff.

4. Building Facilities

During this exceptional time, we all have a responsibility to practice social distancing and other health measures. It is your responsibility to act in an appropriate and safe way when on campus and at WBS. Staff should regularly consult the [University's Covid-19 guidance](#) to keep themselves up-to-date with the latest advice.

4.1. Toilet and Hand Washing Facilities

University-approved guidance are displayed in all facilities to help manage the risk of overcrowding and inappropriate distancing. This will include:

- Maintain 2 metre social distancing where possible. If not possible inside the facility, the queue should be maintained outside of the facility;
- Adjacent cubicles may be used simultaneously;
- Avoid standing next to others at urinals;
- Hands should be washed with soap for at least 20 seconds;
- Hand-dryers are safe to use after hand-washing with soap for at least 20 seconds;
- Cleaning Services regularly clean toilet facilities three times a day, Monday to Friday.

A note about [increased cleaning](#):

- On campus, Cleaning Services' enhanced [cleaning schedule](#) includes cleaning high 'touch-point' areas and facilities three times a day, Monday to Friday. This includes: taps and washing facilities; toilet flush and seats; door handles, push-plates and digital locks; handrails on staircases; and lift controls.
- At The Shard the cleaning schedule will operate Monday to Saturday, with enhanced cleaning of high touch point areas and facilities.

4.2. Shower and changing facilities

Users are asked to observe appropriate hygiene practices:

- Single showers and changing spaces can be used on-site by staff and students;
- Other shower spaces around campus that have more than one shower, or changing facilities for multiple people, will be limited to single occupancy or closed;
- Shower areas will be cleaned once a day as usual.

There are no shower facilities available at The Shard.

4.3. Kitchens

- Reduced occupancy will be adopted depending on room size – this will be clearly signed for each kitchen area.
- Before and after handling of communal items such as kettles, Zip taps, fridges etc., all building users should wash their hands for at least 20 seconds in accordance with government guidance, to prevent contamination of surfaces.
- Communal crockery should not be used.
- Personal items must be washed, dried and removed, and **not** left on surfaces or drainers.
- Consideration should be given to staggering break/ eating times to avoid queues.
- Fridges will be in use but all personal items must be safely and hygienically stored and removed at the end of each week.
- Microwaves have been removed until further notice.

4.4. Staff Lounge

The Staff Lounge at WBS on campus will be open, however The WBS coffee service and vending machine 'free vend' facility are not in use. The Staff Lounge kitchen will operate as per section 4.3 above. Where possible staff should:

- bring their own food to work;
- stagger break times to reduce congestion;
- maintain the 2-metre social distancing requirement;
- take breaks in 'open' spaces such as outdoors or return to their work location (where safe to consume food) and eat there;
- dispose of rubbish immediately into a communal area large bin and not leave for someone else to clear up.

4.5. WBS Café

The WBS Café will confirm its opening times for Term 3 in due course when increased clarity on student numbers is available.

4.6. Timetabled Teaching Spaces

The teaching timetable for Term 3 at WBS is currently being finalised. Where face-to-face teaching resumes, teaching spaces will operate at reduced occupancy, and will be subject to strict 2 metre distancing and seating allocation. Lectures will continue online, and the School is aiming to deliver as many seminars as possible on a face-to-face basis.

4.7. Meeting Rooms

All meetings will be held online via Teams (or equivalent where appropriate) wherever possible. Where this is not possible, and if the meeting is business-critical, attendees must comply with 2-metre distancing and wear appropriate face coverings, and ideally, meet outdoors.

Small meeting rooms at WBS will temporarily be used for staff to use at single or reduced occupancy, for example where the maximum occupancy in their area has been reached, or they are attending a meeting via Teams etc. that cannot take place in an open plan area. A list of rooms is included in Appendix 1 and are bookable through the usual [room booking system](#).

Large meeting rooms will be re-purposed as teaching rooms and additional storage in order to store excess furniture.

The Shard will continue to manage meeting room booking requests. All requests must be made via L17shard@wbs.ac.uk.

5. [Safety Plans](#)

Please see the [University's guidance](#) on Emergency Evacuation and First Aid.

5.1. Emergency Evacuation Plans

All staff have a duty to take care of their own health and safety and that of others who may be affected.

In the event of a continuous alarm, all building users should leave the building using ALL available exits. Any one-way systems can be ignored at this time. Once outside the building, you are encouraged to disperse, and **not** congregate around the building exits or in the Assembly point at Radcliffe Car Park.

The campus-wide, planned fire drill schedule is expected to resume in September 2021, and the usual weekly, early morning sounder testing continues to take place.

WBS Shard will continue to operate its own evacuation procedure and communicate these to building users as appropriate.

5.2. First Aid

Trained First Aiders should read the [University's updated guidance](#).

As numbers of First Aiders in WBS buildings on campus may be reduced, Security Services should be the first contact in any first aid incident. Security Services staff are all First Aiders and can be contacted on ext. 22222 (02476 522222). It should be noted that this is not their only role on campus which could result in a delay as well as a potential delay in an emergency services response due to the current pressure on resources.

WBS Shard will operate its first aid procedures as appropriate. In the case of an incident requiring first aid, a trained member of WBS staff will attend. If the incident requires the emergency services, London-based staff will first contact 999 and then contact Shard Security on 020 3437 3342 to ask for assistance.

6. [External Visitors](#)

Visitors should be discouraged from visiting the campus and The Shard, and should continue to collaborate online.

Where you need to invite an external visitor for a business-critical activity that cannot be held online, the hosting section should satisfy themselves that they can receive the guest and host the visit with the appropriate safety measures in place, e.g. 2-metre distancing and face coverings in place. At WBS on campus, [Reception](#) must be advised, as usual, of any planned visits.

7. [Reporting a potential COVID-19 outbreak or showing symptoms](#)

If you think you may have contracted coronavirus, or you are showing symptoms, you must follow [Public Health England](#) advice. Further details can be found at the [University's COVID-19 testing guidance](#).

At The Shard, the Security Control Room must also be notified on 020 3437 3342.

8. [How to raise concerns](#)

If you feel that the control measures at WBS are not working, you should discuss your concerns with your line manager, SH or HoG in the first instance. You can also report specific issues to facilities@wbs.ac.uk. If necessary, you can escalate concerns to the Health and Safety Office via the [H&S Helpdesk](#).

9. [Useful links](#)

- [Stay safe at Warwick](#)
- [University of Warwick Health and Safety Services](#)
- [Lone Working Procedure](#)
- [Government Guidance on Working Safely during Coronavirus](#)
- [UCU Departmental Contacts](#)
- [Unison Departmental Contacts](#)
- [TUC](#)

APPENDIX 1

Small meeting rooms at WBS that can temporarily be used for staff use at single occupancy. You can either take your laptop or use the PC that will be set up in these rooms.

These rooms are bookable for staff use through the usual room booking system – please email roombookings@wbs.ac.uk

0.104

0.105

0.106

0.107 (laptop only)

2.008a

2.008b

3.002b

3.002c

3.213 (collect key from South Reception)

3.214 (collect key from South Reception)