

**Buildings Charter**

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| **Version** | **Date** | **Action** |
| Version 1 | July 2021 | New Document |
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**Keeping everyone safe – our commitment to you**

This building charter sets out the arrangements that will be in place to protect the health, safety and wellbeing of everyone working in the offices during the next few months to September 2021. It has been agreed that only 20% of employees should attend each of our office locations at any one time. It is the responsibility of the Accountable Manager to ensure this is adhered to.

Throughout this charter, you will read more about what will be in place to support you to work safely in the office and what you will need to do to keep each other safe at all times.

Your Accountable Manager will complete a service specific risk assessment prior to your return to the workplace, identifying any risks and measures that are specifically relevant for you and your team – this will be communicated to you prior to your return to the workplace and you must comply with the requirements set out in it which are designed to keep you and your colleagues safe.

When you return to the office, there will be:

* an **enhanced office cleaning** regime with an additional emphasis on high-touch areas throughout our building and increased frequency.
* new **sanitisation stations** placed at building entry points and prominent places within the office.
* **social distancing** measures implemented across the office including communal spaces, work spaces, meeting rooms and toilet facilities

Window airing is recommended and staff will be encouraged to open windows where possible to boost ventilation.

**Please think about the critical nature of your visit to the office – Welsh Government guidance remains that everyone should work from home whenever possible and safe to do so**

**You are encouraged to take a Lateral Flow Test (LFT) prior to coming into the workplace and only come into work if you receive a negative test result.**

It is essential that we closely manage the number of people attending the office during the transition phase. In order to achieve this, you must ask permission of your Accountable Manager to attend the office.

Accountable Managers MUST ensure that a maximum of 20% of their team attend the office at any one time or that building occupancy does not exceed 20%. (please note that the 20% occupancy includes meeting rooms/Committee Rooms).

1. **Safely entering and leaving the building**

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* You must wear a mask (unless exempt) and sanitise your hands before entering the building
* You will enter and leave the building via the main entrance.
* On arrival and when leaving the building, you MUST report to the concierge (if applicable) to be signed into / out of the building

**When you are working in the building, you will be expected to minimise your movement during the day to those spaces that are essential for you to use. As you move around the building, please remember it is recommended that you wear a mask and use the hand sanitiser available.**

1. **Protecting your work area**

**Your designated workspace**

* Your accountable manager will inform you on seating arrangements and will ensure that social distancing measures are in place at all times
* leave desks and other surfaces completely clear and wipe down with anti-bacterial wipes before you start work and when you leave each day. We ask that you do not leave any items on the desk except for the fixed ICT equipment. This includes but is not limited to: papers, books, trade journals, stationery items, photographs, postcards, post-it notes, personal possessions, clothing, bags, waste, mugs, cutlery and food items.
* ensure that cabinet tops, tables, floor space and other surfaces are not used as temporary storage areas e.g. for boxes, files, documents, food stuffs or any other items.
* immediately arrange for the disposal of boxes or packaging.
* ensure that you clear the workstation of all items prior to leaving the building.

**Meeting Rooms**

We expect that **virtual meetings will remain our default,** with face-to-face meetings the exception.

In the very limited instances where a face-to-face meeting needs to take place. Please note that the number of people who can be present within any meeting room is limited, in order to maintain social distancing requirements of a minimum 2 metre distance. If the room has windows these should be opened to improve ventilation and everyone present at the meeting must keep a 2 metre distance throughout the meeting.

Please do not exceed the maximum occupancy or move furniture.

1. **Protecting our shared space**

**Kitchen Facilties**

You will see that social distancing is in place in our shared kitchens and maximum occupancy is clear. In order to avoid the use of shared fridges and taps in communal kitchen areas, employees are encouraged to bring In their own food and drinks. These could be brought in cool bags to keep food fresh for the duration of the time the employee is in work. Personal flasks could be brought in from employees for hot refreshments, again reducing the need to use communal facilities.

Please note that:

* personal items of crockery/cutlery must be washed and **immediately removed** and kept in your locker.
* any waste must be disposed of in the bins provided.
* hand soap/hand towels are available in all kitchen areas.
* all kitchen fridges will remain available for use.
* in break out areas with tables and chairs, please adhere to social distancing rules

**Toilet Facilities**

You’ll see clear signage in place showing the maximum occupancy of the toilets. If you enter the facility and you find that the maximum occupancy has been reached, please return to the corridor and wait for some to exit.

**Showers**

You will see that the shower facilities are still available but there are changes to how these can be used. Please be aware:

* there is restricted occupancy of these facilities in line with social distancing rules
* no personal items can be left inside rooms (towels, toiletries, etc).
* there will be increased frequency of cleaning of the facilities during the day and at the end of the day.
* you will be required to make the concierge aware of your intention to use the showering facilities prior to use and will be asked to inform them again once you have finished so that the cleaning can take place promptly.

1. **Specific customer and public contact**

**Visitors**

During June to September, we do not expect there to be visitors attending any civic buildings. There will be exceptional circumstances where we provide business critical contact for service users and any arrangements must be agreed with the Facilities Team. Where visitors are approved, an appropriate risk assessment should be undertaken and any interaction in compliance with social distancing rules.

For the rest of the Council, our default will continue to be virtual engagement using the various tools available. We expect face to face meetings to be an exception and only where there is a business critical need. If you have any concerns, please speak to your Accountable Manager in the first instance.

**Customer Contact & Public Access**

During June to September n**o public access** or first point of contact business will be available in our open buildings. Any exceptions will be must be agreed between the Head of Service and Facilities Team.

**Supplier & Contractor Access**

It is expected that we will continue to require suppliers and contractors to access and work in our buildings for business critical activity or essential maintenance. The Facilities Team will approve any access to a Council building for these purposes.

1. **Reporting & Responding to Covid-19 Incidents**

We expect everyone, regardless of where they are working, to follow the advice, guidance and process set out for reporting symptoms or absences related to Covid-19. Please visit the Return to Workplaces following Covid-19 Guidance [here](https://www.npt.gov.uk/media/15071/return-to-the-workplace-following-covid19-guidance-amended-05_01_21-1.pdf?v=20210108091450) to understand what you need to do if you, or anyone you manage, experiences Covid-19 symptoms.

1. **Emergency information –**

In the event of an emergency evacuation:

* Leave the building in an orderly manner, using the nearest fire exit closing all doors behind you.
* Proceed to the emergency assembly point.
* A roll call will be taken by a senior officer using the TTP register - this is a change from the usual fire evacuation procedure. All employees and contractors **must** inform reception on arrival and departure from the building. This **must** be done every time you re-enter or leave the building.

**DO NOT RETURN TO THE BUILDING UNTIL YOU ARE TOLD TO DO SO BY A SENIOR MEMBER OF STAFF.**

**First Aiders**

First Aid kits are located on the landing of each floor in each Civic Centre.

In the event of an emergency, the Front Desk/Reception should be contacted who will coordinate an emergency response.

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**Personal Emergency Evacuation Plans (PEEP) -**

Please note that anyone returning to the office who has a Personal Emergency

Evacuation Plan (PEEP), should discuss and review their existing plan with their Line Manager. This should include reviewing the work location within the building and whether a ground floor location would be advisable.

1. **Further information**

You should also read more information to understand the arrangements that will be in place to keep everyone safe. Click [here](https://www.npt.gov.uk/23777) to read our Return to the Workplace following COVID-19 Guidance and associated videos and information.