Guidance for managers of essential workers

Health and safety considerations

This pack provides some guidance on key health and safety considerations for planning and supporting essential University workers who will be working in areas where there is a significantly reduced supervision and emergency response cover.

This guidance covers:

1. Fire safety arrangements
2. First aid arrangements
3. Managing lone working

If you have additional queries about these topics or other specific health and safety concerns, contact Safety and Health Services via bristol-safety@bristol.ac.uk and an adviser will assist you or contact the lead advisor for your service.

1. Fire safety arrangements

Fire safety and fire warden cover

Due to building closures and staff self-distancing or working remotely, it is very unlikely there will be fire wardens in University buildings.

Therefore, it is vitally important that essential workers respond promptly and correctly to a fire alarm if it occurs while they are working alone in a building.

Please circulate the following information to all essential workers you manage:

1. Treat all alarms as real and leave the premises quickly via the nearest available escape route.
2. Take your belongings with you in case you cannot re-enter the building for any reason but DO NOT delay your escape unduly in case there is a real fire.
3. Encourage others you may see or meet as you leave to leave the building.
4. Wait outside the building so you can inform security officers what you know. For example, you did not sweep the building apart from the areas you walked through to exit; you told others to leave and they have (or haven’t); you have seen smoke or fire (state location) or you have not seen smoke/fire.
5. If you are unfamiliar with the building, follow the running man signs to get to a final exit. Make your way to the front of the building to await security or go to the fire assembly point and await further instruction. Assembly point locations
are described on the red, white and blue Fire Action notices by red manual call points/break-glasses.

6. **DO NOT** re-enter the building until or unless you are told it is safe to do so.
7. **DO NOT** stay at your work location until a security officer finds you and tells you to leave.
8. Take responsibility for your own safety.

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2. First aid arrangements

### First aid provision

Complete the following **first aid needs assessment** to ensure the first aid provision available to essential University workers is adequate and appropriate for the new circumstances that staff are working under.

This will help you identify what arrangements should be in place and ensure your staff know what to do in an emergency.

### What level of first aid provision is needed?

First consider the work:

- the nature of the work your staff will be carrying out,
- the type of hazards involved,
- the associated risks, and
- identify specific hazards that may require special arrangements.

Then consider the impact of the current circumstances:

- the number of workers who will be operating in a work area,
- the likely distribution of staff across the University,
- the pattern of working, e.g. rota/shift; small groups; lone working,
- the number and availability of first aid trained staff within your teams.

### Low risk activities

Low risk activities may not require a first aider. However, as a minimum, an appointed person should co-ordinate first aid arrangements. These include:

- calling for emergency services (including University Security Services),
- providing emergency contact cover,
- checking first aid equipment and supplies, etc.

### Support from Security Services

Security Services staff have received first aid training. Like other areas across the University, they are currently experiencing severe staffing difficulties, however they will respond to serious first aid incidents and support you whenever possible.

First aid trained staff should be directed to the central [Sharepoint site](https://example.com) for guidance on providing first aid assistance to individuals with potential COVID-19.
First aid supplies

We are currently unable to centrally co-ordinate the supply of first aid materials. If you need to restock existing first aid kits, then follow one of these options:

- in the first instance, consider consolidating existing supplies from first aid kits that are not being used elsewhere in your building or from another building. Please contact Safety and Health Services and Campus Division to help you identify suitable sources that are not otherwise in use.
- You can order supplies directly through the University approved supplier [St John Ambulance supplies](http://stjohnambulancesupplies.com). When placing orders please arrange for delivery to the University Post Room at 1-9 Old Park Hill. You will need to collect all deliveries from here.
- Where items have recently (within 3 months) expired past their shelf date and you are unable to source replacements, you can continue using these items.

First aid needs checklist

<table>
<thead>
<tr>
<th>Nature of work undertaken</th>
<th>Type of hazards</th>
<th>Number of workers</th>
<th>Relevant patterns of working, eg lone working, rota details</th>
<th>Other considerations, eg location of work</th>
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<tr>
<th>First aid personnel</th>
<th>Required Y/N</th>
<th>Number needed</th>
<th>Other considerations</th>
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<tbody>
<tr>
<td>First aider at work</td>
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<td>Emergency first aider</td>
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<td>First aid co-ordinator</td>
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<td>Emergency contact</td>
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<tr>
<th>First aid equipment</th>
<th>Required Y/N</th>
<th>Number needed</th>
<th>Other considerations</th>
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</thead>
<tbody>
<tr>
<td>Standard first aid kit</td>
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<td>eg locations kept</td>
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<td>Personal or travelling</td>
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<td>Additional equipment, eg</td>
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### 3. Managing lone working

#### What is lone working?

You are working alone if you have neither visual nor audible communication with someone who can summon assistance in the event of an accident or illness.

#### What can managers allow?

Review the essential work that needs to take place, including how many people would normally undertake the task and the level of risk involved. Refer to existing risk assessments to help identify this.

- If a task has always required more than one person to complete safely then that will still be the case. Therefore, there must be **no lone working**.

- If a task could result in more serious injury or harm, as outlined in existing risk assessments, there must be **no lone working**. Examples include:

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**Safety and Health Services**

| chemical burn treatment, Diphoterene |  |
| PPE – disposable gloves, disposable apron, eye protection (if applicable) |  |
| Hand wash facilities or alcohol hand gel |  |
| Automated External Defibrillator (AED) | Nearest located unit |

**First aid waste arrangements**

Outline details:

- Waste bags available
- Contacts for arranging waste collection and disposal
- Contacts for arranging cleaning of areas used to provide assistance
- Name of assessor
- Date completed
- School/Service
Safety and Health Services

- working in high hazard areas, such as electrical installations; plant rooms; containment laboratories,
- working at height,
- working on fragile surfaces,
- working in confined spaces, etc.

- If a task is unlikely to result in serious injury or harm, then lone working can be permitted if additional factors are considered and measures put in place. Examples include:
  - touring public or office spaces in a building,
  - desk-based work, etc.

What arrangements should be considered if you decide that lone working is required and safe to do?

Follow social distancing rules* when contacting lone workers about the arrangements you are putting place.

As part of your arrangements, make sure:

1. hand washing facilities are readily available. If the nature of work does not make this immediately possible, ensure that they carry hand sanitising gel with an alcohol content greater that 60% and then wash their hands with soap and water as soon as possible. Hand hygiene should be performed frequently.

2. lone workers are in good health, both physically and mentally. They must not be within the group defined as being more at risk of severe COVID-19 illness and have therefore been told to stay at home by the UK Government.*

3. the person can reach the University by following the social distancing rules* by walking, cycling or driving to work. Public transport can be used if it allows efficient adherence to social distancing rules.

4. the person is experienced and trained to complete their tasks and knows the limits of what work can be done alone.

5. you discuss arrangements for food and drink with that person as supplies on campuses and in the local area will be absent or limited. In any case, using these outlets may be difficult while maintaining social distancing. A team area could be used for drink supplies if social distancing can be achieved, with minimal users within large spaces or timed use.

6. staff have an effective means of communicating with someone preferably in the same building, or then a near-by building, or then someone who can raise the alarm and knows who to contact to do this. Eg, Security Services or someone else in the team who is working at the University.

7. the lone worker can use a means of communication to confirm when they start lone working, when they expect to finish and when they leave. Eg, telephone contact or an email distribution group shared by the team that is monitored.
You should document the arrangements that you identify. Further information and example risk assessment templates can be found on the Safety and Health Services site.

What can lone workers do?

Inform the staff you supervise of the measures they can take to protect themselves. Make sure they are:

1. aware of UK Government advice on social distancing*, the symptoms of COVID-19 and measures to help prevent infection and spread of the disease**.

2. fully briefed about arrangements for working alone and understand these, encouraging discussion if they are unsure or have any questions or concerns,

3. aware and able to keep mobile communication open with their device fully charged, with signal at the location where they are working and has relevant contact details to help them manage the lone working, like colleagues or managers phone numbers and email addresses.

4. able to follow social distancing rules when coming into work and if encountering others while at work,

5. carrying food and drink with them that will last for as long as they are working,

6. using a notification method to inform and receive an acknowledgement from their managers that lone working is starting or has finished.


**Guidance from NHS on symptoms of COVID-19 and actions to help prevent infection: https://www.nhs.uk/conditions/coronavirus-covid-19/