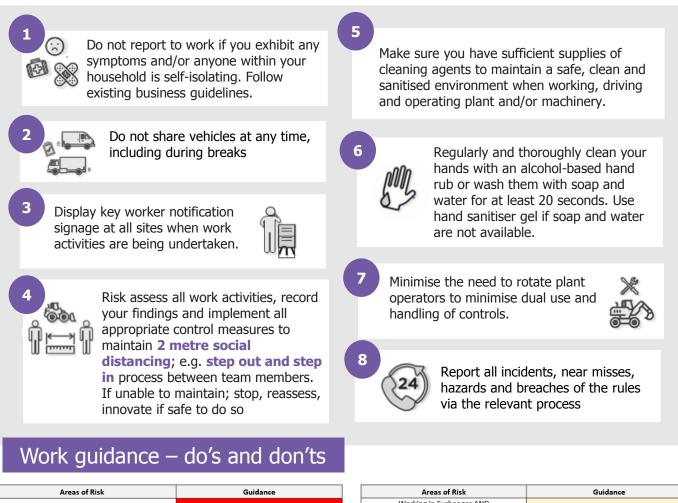
Our social separation and hygiene rules



We've outlined the key principles to manage and enforce social distancing and hygiene rules for our key workers:



Areas of Risk	Guidance	Areas of Risk
Sharing Vans or PPE	Stop	Working in Exchanges AND Cable Chambers
Customer Signatures Required		Customer-end, outside. (e.g. Surveying outside walls to determine connection points)
Multi dwelling unit (MDUs) – Proactive build		Opening box in public street
New Sites: Proactive onsite build		Rodding/Cobra with 2 people
Sharing Tools	AVOID Ensure these are thoroughly cleaned prior to and after handling.	2 people surveys
Handling Customer Equipment		(e.g. roof, dangerous road, Traffic Management)
Manual Poling	Risk assess and follow exceptional works	Civils in public areas or private areas
ivianual Poling	process.	Collecting stores from hubs
Re-Shelling Cabinets & DSLAM	Risk assess, follow exceptional works process and additional supervision is required.	
Working or Accessing Internal Areas for provision	CNI* ONLY – Maintain 2m where possible.	Intrusive Survey
(e.g. Internal Survey, Cable Run, NTE placement)		Interactions with Customer or Public
Customer Inductions		
Access to plant on private properties	Vulnerable customer delivery or repair ONLY. Risk assess on case by case.	Working in manholes AND tunnels
Newsites Specific:	Only if homeowner occupied or occupied in near	All Repairs
Working or Accessing Internal Areas.	future.	Overhead and Hoists
Access to MDU for: Provision of CNI circuit or Repair.	Risk Assess, maintain 2m where possible.	
· · · · · · · · · · · · · · · · · · ·		Cell sites
Accessing non-public areas (e.g. basement), and where passing through MDU (e.g. roof)		Handing and moving equipment which requires more than 1 person to safely lift.

* Ethernet CNI sectors defined as Health, Public Safety, Food, Defence and security, Transport, Communications, Utilities, Space, Government, Banking, Manufacturing (if related to CNI in current Covid-19 – NHS)

If at any point you feel at risk because you cannot follow social distancing and hygiene rules, you must:

- 1. Immediately stop work.
- 2. Make the site and work area **safe**.
- 3. Contact your line manager for instructions on what to do next.

Maintain 2m where possible.



3 core practices you should follow:

1. Self isolating

- 7 days if you have symptoms
- 14 days if a member of your household has symptoms

2. Good hand and respiratory hygiene

3. Social distancing of 2 metres

- Remain 2m away from others, this will require some innovation on the job and should always be the first choice.
 Some innovation examples:
 - Take turns to step out and step in
 - Breaking heavy loads down to reduce 2 person lifts

Important information:

Nublic Health England

- Face masks do not stop you contracting COVID19; the 3 core practices (above) are the best defences
- Public Health England has advised that working closer than 2 metres to someone, in exceptional circumstances, doesn't require additional PPE
- These working practices are under continued review during this COVID period and will be updated periodically
- These working arrangements may be audited at any time
- This advice is endorsed by the BT Group Chief Medical Officer and Director of Safety, Openreach

EXCEPTIONAL working less than 2m apart

The **rigorous application of self isolation and hygiene** means that coming together, clean and symptom free, for as short a period as possible, in **exceptional circumstances**, is in line with Public Health England guidance.

If a specific task cannot be achieved without coming within 2m, but not physically touching, you must conduct a thorough risk assessment.

If the risk assessment deems closer than 2m working is required, the following must be discussed with your working partner(s):

- Are you and your household symptom free?
- Can we innovate i.e. break the load down or do the job differently to maintain 2m distance?
- Can we use a step out, step in method' that allows us to maintain 2m distance if the job needs both of our skill sets?
- Can we supply service a different way?

If you can't achieve the above, Public Health England has advised that working less than 2m distance apart **does not require additional PPE.**

For example, this may apply to lifting heavy equipment, re-shelling a damaged cabinet or yanking a stuck cable.

It **does not** mean, working together in the back of a van, clustering around a manhole, working as if nothing has changed.

Before commencing less than 2m working discuss the following with your working partner(s):

- How do we meet and **maintain** the hygiene standards?
- How do we eliminate the sharing of any tools?
- How do we minimise the length of time we are less than 2m distance apart?

Some longer duration works, such as re-shelling of a damaged cabinet, **will require additional supervision** to aid the consistent application of hygiene standards.

Remember, your safety is our <u>highest priority</u>. If you feel you cannot do the job safely, stop, make the site safe, and call your manager for advice.