



Covid-19 Operations Policy

Policy Code:	ARCPO60
Policy Start Date:	May 2020
Policy Review Date:	Sept 2020



COVID-19 Operations Policy

1. Purpose

This document provides ARC staff, its customers and candidates with the company's policy on undertaking operational training, testing and assessment activities and connected administrative requirements safely, in preventing transfer or contraction of COVID-19 (Corona virus).

2. Scope

This policy is applicable to ARC staff, its customers and its candidates procuring services for rail and construction-based training and assessment from any of our UK based training centres or undertaking such training and / or assessment at customer locations.

The policy is endorsed by ARC's Senior Leadership. It underpins supporting procedures and risk assessments to ensure that everyone that is involved in operations, remains within a safe environment where the risk of transferring or contracting COVID-19 is significantly reduced.

This policy does not form part of any employee's contract of employment and is subject to amendment at any time or when government guidance or legislation requires.

3. Policy

COVID-19 is an international pandemic and a national emergency. Contracting the virus as human beings, particularly those that are vulnerable or have underlying health conditions can be fatal and as such, the current mortality rate within the UK is extremely high.

Measures that are imposed and in place under government guidance or legislation are helping to save lives and protect our national health service. However, in order to ensure that key workers within the rail and construction sector remain competent, or are able to gain new skills to assist in key working activities, training and assessment organisations must continue to deliver face to face training safely in line with the government guidance and legislation.

ARC are committed to ensure that both staff and candidates attending our training centres are safe. Equally, where ARC training staff are attending customer locations to undertake training and / or assessment events, that everyone is kept as safe as possible through:

- Documented procedures for the undertaking of operational face to face training and/or assessment within the classroom or practical locations,
- Risk assessed tasks and activities that are documented and communicated to everyone that is associated with them,
- Provision of anti-bacterial hand sanitiser and soaps, hand wipes and disposable paper towels/tissues,
- Health questionnaires to be completed by all visitors to centres prior to their arrival and asked regarding symptoms on arrival.
- Reduced number of appointment slots to ensure sufficient time for cleaning touch surfaces between appointments.
- All visitors to attend alone, arrive on-time, phone to confirm arrival and to wait outside the building.

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- Compulsory Body temperature checking with a non contact thermometer for all candidates and staff.
 - Trainer / assessor to ask candidates each day prior to the course start if they have symptoms and consent to temperature checks Trainer / assessor to clearly document on the course register that checks have been performed relating to symptoms or temperatures
 - Self-notification,
 - Random checks
 - ARC staff suspicion that candidates/staff are displaying symptoms must be reported to their line manager and when not available the Operations Director

- Maintaining 2m radial separation distances in classroom, office and communal areas by;
 - Identifying prohibited areas
 - Posters and signage
 - Floor and ground markings to identify flow around centres and queuing systems
 - Classroom and office seating plans
 - Updated joining instructions and booking information

- Providing ARC staff with mandatory issue PPE that is always worn where 2m separation distances are contravened.
 - Face masks
 - Gloves
 - Additional Full PPE for Medical testing staff and those who undertake prolonged close contact.
 - Minimise the time spent within 2 M of the individuals during medical assessment

- Provision for issue of PPE for candidates who have not been supplied with it. Joining instructions will be updated to include;
 - Clearly identify requirements for candidates to provide their own face masks and gloves to course events and assessments.
 - That candidates are encouraged to bring their own hand sanitiser and use this prior to entering the training centres where hand sanitisers will be available.

- Provision of safe communal areas adhering to 2m radial separation distances that ensure registrations and break times are staggered to limit exposure to increased numbers of persons;
 - ARC encourage reductions in smoking or vaping however, should candidates or staff require smoking breaks then these shall be within designated smoking areas where social distancing separation distances of 2m will apply. Designated areas shall be suitably marked and signposted.
 - All candidates, visitors and staff to wear face coverings in all communal areas.

- Deep cleaning of centres and classrooms at the end of each day;
 - Trainer / assessor to brief and ensure that all candidates remove note paper, handouts and pens etc at the end of each day
 - Candidates will seat in the same place in the classroom each day if the course duration is more than one day
 - Candidates to remove all note paper, handouts and pens at the completion of the course. Nothing shall be left behind for the trainer and for cleaning staff to recover.



- Reductions, where practicable in candidate numbers attending each course.
- Introducing blended and e-learning type courses that reduce the amount of face to face delivery
- All staff and visitors/candidates to follow coughing etiquette, to cover your cough the right way, follow these steps:
 - Cover your mouth and nose with a tissue when you cough or sneeze.
 - Or cover your mouth and nose using your upper sleeve, not your hands when you cough or sneeze.
 - Put the used tissue in a waste basket.
 - Wash your hands with soap and warm water for at least 20 seconds.
 - Or clean them with the anti-bac gel provided
- Follow our no share policy for all materials, pens, notepads etc.
- Trainers / Managers responsible for ensuring they or their colleagues clean frequently touched objects and surfaces.
- Equipment is not to be shared, i.e. do not share pens, or use another person's computer or phone.
- Welfare facilities. – Kitchens may only be used by one person at a time, candidates are no longer able to use our kitchen facilities and must bring refreshments with them that do not need to be prepared in the kitchen, temporarily refreshments will not be provided. For all staff the kitchen is only to be used by one person at a time and can no longer be used for storing food. Kitchens have been cleared and colleagues are advised to bring their own reusable cutlery or crockery which must be washed and put away in their desk after use.
- All desks to be kept clear during the day to enable effective and regular disinfection.

4. Compliance with the Policy

All ARC staff and visitors must ensure they read, understand and comply with this policy. This policy and associated procedures and risk assessments are to be briefed to visitors and candidates attending ARC training locations or whilst ARC trainers are undertaking training and/or assessment at customer locations.

The prevention, detection and reporting of COVID-19 in any part of our business is the responsibility of all those working for us, under our control or procuring our services. You are required to avoid any activity that might lead to, or suggest, a breach of this policy.

ARC staff must notify their manager or the Operations Director as soon as possible if they believe or suspect that a conflict with this policy has occurred or may occur in the future.

You are encouraged to raise concerns about any issue of suspicion of COVID-19 in any part of ARC's business or customer locations at the earliest possible stage.

If you believe or suspect a breach of this policy has occurred or that it may occur, you must notify your manager, trainer or report it in accordance with our Whistleblowing Policy as soon as possible.

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5. Responsibility for the Policy

The ARC Senior Management Team, administered through the Operations Director has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control or procuring our services comply with it.

The Group Operations Director has primary and day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective in countering COVID-19.

Management at all levels are responsible for ensuring those reporting to them understand and comply with this policy and are given any required training.

6. Breaches of this Policy

Any ARC employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct.

We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

We may terminate any candidate who fails to comply with this policy.