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# Social Distancing Strategy and Policy



# Strategy

## Scope

GTG engages with members of the general public to provide tertiary education, regulated vocational training and conference facilities. As a result, there is a high footfall of people travelling to, from and throughout our premises. Social contact can take place for an extended period of time and in some instances in close proximity.

## Aim

To adjust current arrangements to mitigate this and raise awareness of how to reduce the spread of COVID-19. This includes implementing a Social Distancing Policy, routinely assessing risk, adhering to all control measures and committing to making fundamental changes to normal practice.

## Approach

All persons are advised, in advance, **NOT** to attend any of our premises if they are showing any COVID-19 symptoms.

[www.nhs.uk/conditions/coronavirus-covid-19/symptoms/](http://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/)

In light of the pandemic, it is necessary for us to change our traditional approach to training, conferences and events. To continue to provide a high level of service we will be adapting our facilities to protect the wellbeing of our staff, apprentices, delegates and visitors. We will provide all attendees with a robust induction to ensure that everyone understands what is required of them before they attend the training centre. This induction includes the attached policy and other interactive tools made available on our website. We will supply joining instructions for all delegates and learners, which will advise that if you feel unwell and are displaying any symptoms of COVID-19, that you should inform us as quickly as possible and you should not attend the training.

GTG is committed to maintaining 'COVID-19 Secure' guidelines and we will adhere to the '5 steps to working safely' as released by the UK government. We will also align ourselves with recent guidance for the education setting as released by the Department for Education.

[www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely](http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely)

[www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/maintaining-education-and-skills-training-provision-further-education-providers](http://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/maintaining-education-and-skills-training-provision-further-education-providers)

[www.gov.uk/government/publications/coronavirus-covid-19-apprenticeship-programme-response/coronavirus-covid-19-guidance-for-apprentices-employers-training-providers-end-point-assessment-organisations-and-external-quality-assurance-pro#contents](http://www.gov.uk/government/publications/coronavirus-covid-19-apprenticeship-programme-response/coronavirus-covid-19-guidance-for-apprentices-employers-training-providers-end-point-assessment-organisations-and-external-quality-assurance-pro#contents)

[www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/what-fe-colleges-and-providers-will-need-to-do-from-the-start-of-the-2020-autumn-term](http://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/what-fe-colleges-and-providers-will-need-to-do-from-the-start-of-the-2020-autumn-term)

## Roles and responsibilities

Leaders, managers and staff will review the strategy monthly to ensure continuing effectiveness, and adhere to all governing bodies' guidance. All persons attending our sites will be held accountable for and must comply with this strategy.

[www.hse.gov.uk/simple-health-safety/risk/index.htm](http://www.hse.gov.uk/simple-health-safety/risk/index.htm)

# Social Distancing Policy

## Access/egress of premises, including car parking

Each parking bay is a minimum of 2.4 metres wide and customers are advised to reverse park and only attempt to park when there is suitable space available. Park within the designated lined space and leave enough room for others to safely exit their vehicle. Please be patient and wait until the driver next to you is at a 2-metre distance before you leave your vehicle. **On entering our premises please wear a face covering – this is now a mandatory control measure. If you are unable to wear a face covering and have evidence of exemption, please notify Reception immediately on arrival.**

Once on the premises, you will notice that the entrance to each site has been redesigned to incorporate social distancing measures and we have introduced protection screens and dedicated walkways. Please enter the designated holding point and move between each indicated 2-metre space. Please ensure that you wear a face covering in communal areas. At the entrance to each of our premises, you will be invited to enter and sanitise your hands. You will then make your way to a check-in desk, provide your name and the course you are to attend, and we will confirm your attendance and provide clear directions. Please only enter the premises a few minutes before the course/appointment start time. If you arrive at our premises prior to this then wait in your vehicle or safely outside. GTG cannot provide a dedicated waiting area to support a large number of early arrivals. Course start times will be staggered to allow for safe access/egress from the premises.

[www.gtg.co.uk/about/newsroom/coronavirus-information/](http://www.gtg.co.uk/about/newsroom/coronavirus-information/)

There will be no physical interaction, i.e. handshakes or signing in. The passing of documents must only be done if it is necessary, and the documents must be sanitised and dry. Lanyards/visitor passes will no longer be provided. All attendance should be by appointment only. We have removed pens and stationery from reception. We have appointed key support staff to assist access/egress of persons, to avoid choke points/bottlenecks. You will be invited to sanitise your hands upon exit. Please exit safely, at all times allowing for a 2-metre distance. Please drive in accordance with the onsite speed limit.

## Welfare and catering

Catering facilities and staff canteens shall be closely monitored during social distancing restrictions. Break times shall be staggered and coordinated across course schedules to ease access to toilets and smoking areas, with a maximum occupancy of 2 persons. Please adhere to these times in order to achieve social distancing. Also, please note that you must follow the guided walkways to access these facilities, which means a longer route to make at break times. Refreshment stations will be made available for delegates to access hot drinks and filtered drinking water. These stations will be disinfected after each break and sanitising stations are also in place for use before and after using the drinks facilities.

## Temperature testing

We have multiple infrared non-contact thermometers at each of our facilities. We understand that at any time an individual may begin to feel unwell, even with symptoms that are not directly associated with COVID-19, we will take their temperature to support the evaluation of COVID-19 symptoms and they will be sent home. We will also carry out tests for staff and learners in situations where social distancing is not possible; for example, driver training. Should a delegate or staff member register a temperature of 37.8C (or greater) they shall be sent home immediately. The isolation room shall be thoroughly cleaned and disinfected using the appropriate cleaning products. Should a delegate or staff member register a temperature of 37.8C (or greater) we will invite them to rest in a well-ventilated, isolated room for 30 minutes, where we will check their temperature again. If the second test registers a temperature of 37.8C (or greater) the person shall be sent home immediately. The isolation room shall be thoroughly cleaned and disinfected using the appropriate cleaning products.

## People who feel unwell when attending GTG

In the event that a person feels unwell, with even the mildest COVID-19 symptoms, they will be sent home. They must not use public transport. Instead they must travel home alone in their own vehicle, or ask a family member to collect them. If the person is waiting to be collected, they will isolate in a well-ventilated room, with signs to restrict access. If this is not possible, they shall be asked to wait in a well-ventilated area at least 2 metres away from other people. If they need to go to the bathroom while waiting to be collected then they should use a separate bathroom. The isolation room/area and bathroom shall be thoroughly cleaned and disinfected using the appropriate cleaning products. Should the person then test positive for coronavirus they must use the NHS Test and Trace, or in Scotland the Test and Protect service.

## Tracing

As part of the national approach to containing the virus, anyone who tests positive will be put in touch with their local contact tracing centre to establish not only who they live with, but also who they have been in close physical contact with. Contact tracing is the process whereby individuals will be contacted if they are at risk of coronavirus infection because they've had sufficient physical contact or exposure to a person who has tested positive.

Tracing centres will use this information to determine who is at risk, based on the duration and proximity of exposure to the positive individual. After this they will contact affected people and ask them to isolate at home for 14 days where appropriate.

Please note that you are unlikely to be told the identity of the infected person unless they have expressly given permission for their name to be disclosed.

Please make sure you adhere to any requests and inform GTG and your employer immediately.

If you are unsure about any requests from a tracing centre, remember that they will never ask you to:

- Give any information apart from details of your movements and the people you have been physically close to.
- Phone a premium rate number.
- Make a purchase, payment or donation.
- Offer information about your medical history unrelated to coronavirus.
- Give your bank details.
- Reveal your social media identities or login details, or those of your contacts.
- Give them your passwords or PIN numbers, or ask you to set up any new ones.
- Give them control of your computer, smartphone or tablet, or to download anything.
- Visit a website that does not belong to the NHS or the government.

Please refer to the links below for more information.

[www.nhs.uk/conditions/coronavirus-covid-19/symptoms/](http://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/)

[www.gov.uk/guidance/nhs-test-and-trace-how-it-works](http://www.gov.uk/guidance/nhs-test-and-trace-how-it-works)

[www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing](http://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing)

## COVID-19 testing

If you, or someone you live with has COVID-19 symptoms; a high temperature, new and continuous cough, or a loss to your sense of smell or taste, then you can request a test. It is important to get tested within the first 5 days of displaying symptoms, see the link below for information on how to book a test.

<https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name>

## Conferences/events

Upon review, and in line with government guidelines for events and gatherings relating to work, we can safely accommodate the maximum numbers of people permitted to attend. Please contact our Head of Facilities, Tracey McCallum, for further details on **07795 355355**.

GTG has worked hard to amend centre layouts to comply with government and company social distancing controls.

## Training courses

In order to manage the volume of persons attending our premises, training schedules and class sizes will be reduced. Travel around our premises shall be limited by implementing one-way routes and dedicated access/egress points. By maintaining smaller groups, the risk to others shall be reduced by eliminating unnecessary contact with high volumes of people, limiting the risk of direct or indirect transmission. Areas shall be clearly marked to identify restricted, limited or dedicated access zones. Delegates will be asked to comply in full with our social distancing control measures, or risk being removed from the course/premises. Equipment required to deliver the course (i.e. tools, diagnostics, laptops) will be disinfected before use and equipment will not be shared. Cleaning materials have been made available and are as near to equipment/workstations as possible.

## Ventilation

We will aim to make use of natural air flow where possible (i.e. open windows and doors). Where mechanical ventilation is in place, this will be adjusted to draw fresh air wherever possible. Further information and guidance can be found here:

[www.cibse.org/coronavirus-covid-19/coronavirus-covid-19-and-hvac-systems](http://www.cibse.org/coronavirus-covid-19/coronavirus-covid-19-and-hvac-systems)

## Apprenticeship delivery

We shall amend current practices to incorporate blended learning and provide remote training and assessment, where possible. Apprenticeship cohorts will be revised, giving due consideration to restrictions and availability of public transport and pre-existing residential requirements. We will evaluate current knowledge and create new cohorts to fulfil the required skills criteria. In some instances, we will blend classroom and remote learning together, therefore delivering a theoretical session to a wider audience. Physical class sizes shall be managed to ensure that a maximum of 15 are present in any session (control measures allowing). Our delivery practices will adhere to social distancing measures in order to limit the risk of direct or indirect transmission. Equipment required to deliver the apprenticeship (i.e. tools, diagnostics, laptops) will be disinfected before use and equipment will not be shared. Cleaning materials have been made available and are as near to equipment/workstations as possible. We routinely review government guidance. Currently travel and attendance to an educational setting is encouraged, even for those residing in local alert areas that are 'high' or 'very high'. We shall follow the DfE's systems of control:

[www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/what-fe-colleges-and-providers-will-need-to-do-from-the-start-of-the-2020-autumn-term#prevention-actions](http://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/what-fe-colleges-and-providers-will-need-to-do-from-the-start-of-the-2020-autumn-term#prevention-actions)

[www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/what-fe-colleges-and-providers-will-need-to-do-from-the-start-of-the-2020-autumn-term#response-to-any-infection-actions](http://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision/what-fe-colleges-and-providers-will-need-to-do-from-the-start-of-the-2020-autumn-term#response-to-any-infection-actions)

## Apprentices' travel and accommodation

Accommodation providers have implemented strict control measures. For apprentices travelling to GTG using public transport, it is now the law across the UK to wear a face covering during your journey. Please read the current guidance here:

[www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#when-to-wear-a-face-covering](http://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#when-to-wear-a-face-covering)

[www.gov.scot/news/face-coverings-mandatory-on-public-transport-from-22-june](http://www.gov.scot/news/face-coverings-mandatory-on-public-transport-from-22-june)

You must also not share a car with anybody outside your household. Your employer will pay for public transport to get you safely to your accommodation and training destination. You must adhere to government guidance on travelling safely and do not put other travellers – or yourself – at risk.

Once you have arrived at the hotel, you will be provided with instructions at check-in, regarding the safety protocols that are in place. You must attend the hotel welcome meeting, where further advice and support will be available to keep you safe. On the first day, upon arrival at GTG from the hotel, we will take note of those of you who have travelled together, to determine your dedicated group. You must stay in this group to travel to and from the hotel throughout the duration of your training. You will be transported in an appropriately-sized vehicle to achieve social distancing, or in low numbers by private taxi (car). The transport operators have been vetted and their control measures are in line with current government guidelines. We shall aim that travel between your accommodation and GTG, where close personal contact may occur, is kept at under 15 minutes.

## Communication

Expectations will be clearly communicated with dedicated posters, floor markings and signs. We will also use our website to clearly set out all expectations and measures. Communications will be easy to follow and will highlight everyone's requirements. On arrival at our premises, dedicated hosts will be available to guide and assist visitors. Delegates and apprentices will receive joining instructions which are adapted to convey, in advance, the course start times, classroom name and changes to our premises. During the booking process, attendees shall be asked to confirm that they **DO NOT** have any symptoms of COVID-19, have **NOT** tested positive and have fulfilled any 10-or 14-day isolation periods if necessary.

## Cleanliness

Cleaning staff have been suitably trained to deliver a deep and thorough clean of our premises at the end of each day. Routinely throughout the day, we will also undertake a deep clean of toilets and regularly disinfect frequently used surface areas/touchpoints, using disinfectant spray EN 14476.

All workstations will be disinfected by staff at the start and end of the day, using 750ml spray mist bottles and disinfectant solution EN14. Use the three-stage skincare system in the workshop and bodyshop. The use of dip buckets is strictly prohibited and these should be removed from the work environment. Staff have been made aware that they are responsible for cleaning their own work area, tools, vehicles and equipment throughout the day. This routine should also be in place when staff change over work zones/shifts.

## Waste

Any waste generated from people that are symptomatic, or in an area where people have been symptomatic, should be double-bagged, tied securely and set aside for 72 hours before disposal, in accordance with government guidance.

## Personal hygiene

We require all persons to maintain good personal hygiene at all times. Staff and delegates are asked not to wear a neck tie as part of business attire.

Tissues, blue roll and other items used to catch a sneeze/cough must be discarded promptly and thereafter, hands washed for a minimum of 20 seconds. Avoid touching your eyes, nose or mouth.

Handwashing is imperative in limiting the risk of spread/contamination. All persons should be encouraged to regularly wash their hands throughout the day, and this should be prioritised over the use of hand sanitisers.

Hand sanitiser stations are set up at main entry/exit points and in other key areas/zones. Hand sanitiser contains a minimum 60% alcohol content in order to be effective. Stock levels will be monitored and replenished routinely from our approved procurement streams.

**Important: please note that hand sanitiser is flammable and should not be used by anyone working with hot surfaces or heated equipment. If it is used, it needs to have fully evaporated before continuing with any routine works that involve heat. Keep hand sanitiser away from heat, hot surfaces, sparks, open flames and other ignition sources, and do not smoke/vape if hands are not completely dry.**

## Personal protective equipment (PPE)

The majority of staff shall not require PPE, other than that deemed necessary for existing job requirements. Likewise, apprentices and delegates shall be encouraged to prioritise social distancing, personal hygiene and cleanliness over the use of personal protective equipment. All learning techniques that would compromise social distancing shall be restricted wherever possible (non-essential). PPE will be made available only if absolutely necessary.

## Face coverings

Wearing a face covering or face mask in a classroom setting is not recommended under current government guidelines. Face coverings are beneficial for short periods indoors where there is a risk of close social contact with people you do not usually meet. We therefore have mandated the wearing of face coverings for all persons in communal areas when moving around GTG premises, and they must be safely removed when entering the classroom. You must wear your face covering in line with government advice. Before and after putting it on you must thoroughly wash your hands, or sanitise, and avoid touching your face. **DO NOT touch the part of the covering that sits directly across your mouth and nose.** If the covering is reusable, you must wash regularly at 60°C.

Face coverings must:

- Cover both your nose and mouth.
- Not be allowed to dangle around the neck.
- Not be touched after being put on – except to remove them.
- Be changed when they become moist or damaged.
- Be worn once – then discarded or washed, and hands must be cleaned after disposing or handling.

Face coverings should not be worn, in any circumstances, by those who may not be able to handle them as directed (i.e. young children). Poor handling may inadvertently increase the risk of transmission.

## Field assessing/advising staff

Training managers across all disciplines will assess and amend practices, updating learning outcomes to reflect alternative learning techniques that shall promote social distancing. All trainers, assessors, development coaches and health and safety advisors, prior to returning to work, shall be inducted on changes to their respective departments, roles and any individual requirements. Staff employed in traditional field-based roles, where possible will work from home. Where this is not possible due to essential works, visits to third parties shall be assessed to ensure staff can carry out works safely and in compliance with government guidelines.

## Centre-based staff

We have established a blended work model for sales staff – office-based rotation and working from home. Our sales teams will also manage processes via email/telephone and remotely via supporting software applications. We will prioritise the use of Skype/Teams for work-related meetings. Office environments shall be spaced to allow for 2-metre social distancing with desks set up to support side-by-side or back-to-back work methods. Printers are set up to prohibit job retention to avoid keypad use. All equipment required for each job function will be disinfected before use and equipment should not be shared (including vehicles). Clean as you go stations have been made available and are as near to equipment/workstations as possible. There are protective Perspex screens in place at workspaces where distancing cannot be achieved.

## Document signing and cash handling

The requirement for signatures (both handwritten and digital) should be minimised and proof should be gathered by other means such as via email, a photograph or another suitable alternative that remains compliant. Where signatures are contractually necessary (i.e. apprenticeship agreements) apprentices should be guided to a dedicated induction desk, where new pens, gloves and hand sanitiser should be readily available for use. Staff should use signature tabs and give a concise explanation of the key points to avoid unnecessary passing back and forth of documents. Employees should use their own pen and customers should be offered a new pen. Document signing at an apprentice's or client's workplace should follow a similar process. Employees should wear gloves and place signed documents in a clear wallet that is wiped down between exchanges. Ask the customer to use their own pen and always step back 2 metres between exchanges. This process will be carried out digitally where possible.

Card payments and bank transfers should be encouraged wherever possible and the handling of cash eliminated or reduced significantly. Cash should be handled using protective gloves and sealed safely in a cash deposit bag. Then use a disinfectant wipe to clean the bag and allow it to dry. Ask a colleague to place the bag in the safe – do not touch the bag with your gloves on once cleaned. Carefully remove the gloves and thoroughly wash your hands for 20 seconds before handling any other items.

## First aid provisions

If you need to help an individual who is symptomatic and may have COVID-19, wherever possible, place the person away from others. If there is no separate space or it is unsafe to move the injured person, ask others who are not involved in providing assistance to stay at least 2 metres away. If barriers or screens are available, these may be used. Wear disposable gloves and a fluid repellent surgical face mask, face visor and disposable apron before helping them. Wash hands thoroughly before and after treatment. If there is blood or bodily fluids, segregate the area wearing PPE and place a spill kit or cover with paper towels. Contact the facilities team to arrange professional cleaning as necessary. Should CPR be required, it is recommended that you do NOT provide rescue breaths and perform chest compressions only. If a decision is made that rescue breaths are necessary, use a one-way face shield, which should be disposed of in line with guidance for medical waste. Thereafter, the first aider should monitor themselves for symptoms and self-isolate for 14 days, if necessary.

## Category of individuals

There are two levels of higher risk – high risk (Clinically extremely vulnerable) and moderate risk (clinically vulnerable).

People at **high risk** from coronavirus include people who:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant

It is essential that vulnerable workers do **NOT** return to work until they are advised it is safe to do so by the government or a medical practitioner.

People at **moderate risk** from coronavirus include people who:

- are 70 or older
- are pregnant
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)

If you're at moderate risk from coronavirus, you can go out to work (if you cannot work from home).

## Shielding

From 1st August 2020, if you are clinically extremely vulnerable or were advised to take extra precautions during the pandemic, the government has advised that you will no longer have to shield.

For full guidance, please see the links below.

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

<https://www.gov.scot/publications/covid-shielding/>

## Symptomatic

Any person with symptoms must **NOT** go to work.

## Asymptomatic

78% of people with COVID-19 will have no symptoms. Individuals should monitor their own health and work in a manner that does not inadvertently put others at risk.

There may be more people classed at higher risk as the government and NHS learn more about the virus, so please follow the below link for an update on additional underlying conditions and other changes.

[www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/](http://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/)

**Note:** It is each individual's personal responsibility to follow government legislation, advice and guidance throughout the pandemic. We have included some links below for your information.

[www.gov.scot/coronavirus-covid-19/](http://www.gov.scot/coronavirus-covid-19/)

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

[gov.wales/coronavirus](http://gov.wales/coronavirus)

[www.nidirect.gov.uk/campaigns/coronavirus-covid-19](http://www.nidirect.gov.uk/campaigns/coronavirus-covid-19)