A guide to staying safe in RB workspaces

Version 3
October 2020
As we continue to navigate the current pandemic, our purpose – to protect, heal and nurture in the relentless pursuit of a cleaner, healthier world – is brought into even sharper focus.
Navigating our new normal together
Ranjay Radhakrishnan
Chief Human Resources Officer

When we issued guidance for our offices to close in March, no one could predict how events would unfold. We have pulled together as a company, delivered against the odds, whilst always ensuring that the safety of our people comes first. The global situation remains largely unpredictable, but our processes and protocols are keeping people safe.

In this updated playbook, using recommendations from the world’s leading authorities, including the World Health Organization (WHO), a cross-functional team from RB has again worked together to provide updated information and guidance to continue to provide a safe and healthy workplace for our people.

To remain safe, we are continuing to take a gradual, phased and structured approach based on our ’3 triggers of readiness’. Navigating through the pandemic is not a linear path, we must continue to be mutually accountable, vigilant, understanding, and have a rigorous approach to physical distancing and hygiene practices.

Navigating our new normal is a truly team effort, I thank each of you for your continued effort and sustained positive approach.

With the health, safety and wellbeing of our people, their families and consumers as our primary focus we continue to rise to the challenges COVID-19 presents us. Guided by our compass, we have proven throughout this pandemic that if we live our purpose we will win our fight.

Please take time to read through this updated guidance and familiarise yourself with the protocols and policies.

Stay safe, stay healthy and take care
Ranjay Radhakrishnan
Where to get further advice and support
If you or any of your team have questions about this guidance, it’s important that you ask or deal with them at a local level first. That’s because there are so many variations in law and guidelines, and because there may be personal data involved (such as disclosing medical information).

For Employees:
If you have questions please speak with HR or your line manager.

For Managers:
If you have any issues that can’t be handled at a local level, please escalate to icmsupport@rb.com

Remember our Speak Up! service
Our Speak Up! service offers all employees and third parties a confidential channel to report any potential – or actual – unethical, unlawful or unsafe practices which breach our Company policies and go against Our Compass. These reports can be made online or via the telephone hotline and can be raised anonymously.

You can access the Speak Up! platform here
https://rbspeakup.com/
Thank you to all our amazing teams

More than ever before, we’re united by our purpose: to protect, heal and nurture in our relentless pursuit of a cleaner healthier world. Teams everywhere have been amazing at keeping things moving and ensuring people can access our products. Whatever your role, thanks for your continuing support. You’ve worked tirelessly and selflessly.

Every colleague matters and makes a difference. Together we are stronger.
The science guiding our approach

Dr Bruce Charlesworth MBChB
Chief Medical Officer
Health

RB’s approach to the COVID-19 outbreak has been carefully managed, considering external professional opinion and government guidance wherever possible.
Introduction
Dr Bruce Charlesworth MBChB
Chief Medical Officer Health

Before rushing to action it’s always helpful to understand the whys behind our recommendations before getting into the what and how. With that in mind, and to give you confidence in navigating our new normal, I encourage you to take a few moments to reflect on the virus that causes COVID-19 and how it’s believed to spread.

As you probably know by now SARS-CoV-2 is the virus that causes COVID-19, which is the name for the resultant illness. The virus belongs to a family of viruses called coronaviruses, which is simply a classification based on physical characteristics. Viruses are not technically alive, they can only reproduce and do any harm when they infect the cells of a living thing.

Think of a computer virus being distributed by email – it can only cause problems when the email is opened, the virus finds somewhere to reside, and it has a chance to replicate. A coronavirus behaves in much the same way, but rather than using email to get around, it’s spread directly from infected people via respiratory droplets, and indirectly through contaminated surfaces or hands. It gets into our airways through the eyes, mouth or nose, where it causes the COVID-19 illness.

This explains why the focus of infection prevention has been, and remains, hand and surface hygiene. It also explains why physical distancing and personal hygiene is so important. Because whilst there is some evidence of the virus being carried longer distances in the air, most of the spread comes from droplets coughed or sneezed out which land just a few feet from an infected person. There is evidence of the virus remaining infective on surfaces for a few days, making it even more clear why surface cleanliness and hygiene are paramount.

For these reasons, physical distancing and excellent hygiene (hands and surfaces) will form the basis of our return to the workplace policies globally, in offices and out in the field. Fortunately, ‘enveloped viruses’ (such as SARS-CoV-2) are very susceptible to microbicidal actives and detergents including surface cleansers, soaps, hand sanitizers and liquid hand washes. We’ll be encouraging use of these products and best practice hygiene universally across RB.

Another key thing to remember about the virus is that people can’t catch it if they don’t come into contact with it in the first place. Minimising personal interactions, limiting the number of people on site at any one time and ensuring anyone that is unwell (particularly with a temperature or a cough) does not come into contact with other colleagues is critical. This is the basis of asking you to stay at home if you think you may be at increased risk of having the virus, and also why we will be using temperature checks in the workplace wherever we can. Together we can work to keep our sites virus-free and to keep staff away from potential infection.
Previously, the evidence around how face coverings prevent coronavirus transmission was unclear. As a result, we were neither for or against their use – and instead we focused on other risk-based control measures. Throughout, we’ve been tracking expert opinion and emerging science, and our interventions (and your commitment to them) has proved very effective in keeping our sites and employees protected.

Evidence regarding face coverings as an additional protective measure has since evolved. As well as physical distancing and good hygiene, there is significant evidence of airborne transmission. We’ve also been listening to what employees think and feel about masks. With this in mind, we’re now strongly recommending that certified medical face masks should be worn in workplace situations – and we’re making these masks available at all sites.

We’ve deliberately excluded fabric face coverings from this recommendation, as the evidence is less robust and the quality is too variable. Our recommendation particularly applies to situations where physical distancing may be compromised, such as in communal areas or when moving about our buildings in corridors or stairways. Specific situations may warrant the mandating of masks – such as where social distancing is physically problematic. This should be determined on a case-by-case basis.

Whilst we are now strongly recommending the use of masks, it must be highlighted that this is in addition to continued vigilance, working from home wherever possible, taking necessary steps if you or your family are vulnerable or showing symptoms, washing hands frequently and maintaining social distancing measures. All these measures together will play a synergistic role in our continued fight.

One of the best pieces of advice I read about how to manage the virus is for everyone to behave as though they are already infected with it.

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Dr Bruce Charlesworth MBChB
Section 1

Extended working from home
Extended working from home

Unless informed otherwise, please keep working from home wherever it’s safe and productive to do so.

The safety of our people and their families is paramount. Our policy to work from home wherever possible is still in operation and is the most effective way at preventing the spread of the virus. A select few of our offices are beginning to move into Phase 1, a limited re-opening capacity to ensure physical distancing at all times. These markets have each been evaluated by the central team and approved by GBU Presidents, and their reopening depends on cases remaining low.

Unless you receive specific communication that your site is ready to re-open, do not go into the office. Our strategy is structured and phased, and we continue to take a conservative approach. There are no prizes for re-opening quickly.

As you might expect, we’ve been asked a number of questions about when workplaces across the business are reopening. Please speak with your own Line Manager or HR department who will be able to give you specific answers.

Supporting you at home

At RB, we all have the freedom to create a safe and productive working space. To achieve this, you can purchase items such as those listed below and claim them back via expenses. Please check with your local HR and IT teams for details, including local spend limits.

- 24” monitor
- Keyboard
- Mouse
- Headset/speakerphone
- Office chair with back support

RB will cover any taxes. We won’t request that you return these items. They are yours to keep.
Extended working from home continued

Health & Safety and Wellbeing whilst working from home

Here are some ideas to help maintain our mental health and wellbeing whilst continuing to work from home:

- Create a routine and stick to the schedule
- Take regular breaks between meetings and from the screen and talk to the people you live with or contact friends and family
- Get up and move – get out of the house (if you can) for some fresh air and sunshine
- Keep mentally fit and find ways of engaging in non-work activities to keep stimulated
- Work around the people you live with to maintain some human interaction
- Make use of Microsoft Teams to have virtual meetings and chats with colleagues and friends
- Eat regularly and stay hydrated

Read further guidance in the document Working from home

Coronavirus and your mental health

If you’re finding things hard emotionally right now, you’re not alone. Mind UK provide information and support, for further advice visit: www.mind.org.uk/information-support/coronavirus

If you’re working from home, please make sure you complete a Workstation Self-Assessment.

Read further guidance in the document Working from home – workstation self-assessment

Remember that every RB employee has access to an Employee Assist Programme (EAP). This benefit offers you support with personal and work-related problems that may impact your job, health, mental and emotional wellbeing. Please contact your local HR department for further information.

It’s a good idea to visit and bookmark our employee wellbeing resource page. This way you stay informed and get support through these difficult times. After all, access to learning and information is a key part of having the Freedom to Succeed at RB.

Read further guidance in the document Employee wellbeing
Extended working from home continued

Working remotely

Remote working has become the new normal for many of us. We’ve had to change the way we work and sometimes overcome challenges. Our Digital Workplace team wants to help you make the most of technology to connect with people and bring them together online. For wealth of helpful information be sure to visit our IT Guidance – Coronavirus page.

For wealth of helpful information be sure to visit our
IT Guidance – Coronavirus page

Please speak with your HR partner if you are working from home and no longer feel safe or productive to do so.

Crisis Management Teams

Each CMT has a requirement to set up a space for colleagues who are no longer productive working from home. A dedicated area of the site should be made available which meets the following criteria:

- All desks must be physically distanced and meeting rooms closed
- A small number of seats within the Covid reduced capacity can be made available. For example, CHQ can normally seat 670 people, the Covid reduced capacity which ensures physical distancing throughout has been identified to be 350. The CHQ safe space is 20 desks
- Area must be easily accessible, reducing the need for entry into red zones such as lifts/elevators and stairwells
- Isolation room must be set up
- Where permitted, temperature screening must be in place
- Recommend adding a television or radio to create some background noise
- Ensure increased cleaning and housekeeping protocol, particularly around hotspots like kitchen areas, door handles, desks, staircases and washrooms
- Colleagues will not be permitted to sit at their normal workstation

Prior to arriving on site, any employee wishing to use one of the allocated desks must have line manager, HR and SVP approval. A seat can be reserved via the booking app which will then be approved by the CMT. Bookings can only be made for a maximum of 2 days per week. This area is being made available for individuals who are no longer productive at home, it is not a space for teams to collaborate.

Masks should be worn in all communal areas and may only be removed when people are at their workstation. This should not replace regular handwashing/sanitizing or physical distancing. We recommend colleagues avoid the use of public transport where possible.
Section 2

Getting ready to return
Getting ready to return

If we’re to return to our workplaces safely, every RB environment must be made ready. We all need to do this by following our guiding principles and meeting minimum standards, whether they’re external, internal or individual.

We understand that circumstances are changing fast. Certain sites have specific needs, and there are other unique factors that mean that some of our guidelines may need to be adapted.

That’s why every site will need to be individually assessed by local teams, who will put basic guidelines in place while ensuring local legislation and guidelines are followed at all times.

Navigating our new normal together – our guiding principles

People first

The health, safety and wellbeing of our people and their families is paramount. We must take all possible measures to ensure returning is safe.

Locally led

Although we are providing global standards, each site will be responsible for deciding if they meet the criteria to reopen whilst keeping people safe. All local legislation and guidelines must be followed at all times.

Structured and phased

We will only return to the workplace when 3 trigger gates of readiness – External readiness, Internal readiness, and Individual readiness – have been fully met. This will then begin a phased and gradual approach.

Mutual accountability

We are all in this together. We need to take ownership and mutual accountability to ensure the safety of our workplace. We will not mandate when you should return as only you know your personal readiness.

Protect our frontline

Unless it is a business-critical activity, wherever possible (especially in frontline settings) – we ask people to continue to work from home until the situation improves.
Navigating our new normal - A guide to staying safe in RB workspaces

Getting ready to return

Workplace readiness

In an ever-changing situation, readiness is everything. That’s why we’re taking a structured and phased approach to returning to our working environments. If we’re to safely bring our teams back into the workplace we must keep monitoring the situation and, if and when necessary, be ready to step back and reintroduce measures.

3 triggers of readiness

**01**

**Individual factors** – employee wellbeing and personal circumstances:
- Your own health, including any underlying health condition which may make you vulnerable
- The health of your family
- Your readiness to return if you need to care for children or elderly relatives
- Your ability to commute to work safely and easily
- An unsupported working environment at home, which has a negative impact on your productivity

**02**

**External factors** – local regulations and guidelines set by the authorities in each country:
- The lifting of restrictions such as curfews, a request from the authorities to re-open industry, safe public transport, ideally the opening of national infrastructure such as schools and shops
- A downwards trajectory of confirmed cases in that country for at least the previous 2 weeks or a stable number of low cases for at least 3 weeks
- If our office is based in a shared facility, the readiness of the all other tenants and the building’s own infrastructure must meet or exceed our minimum standards

**03**

**Internal factors** – set up as well as readiness of our facilities and sites:
- Occupancy rate of office fully ensures physical distancing of 2 metres
- The health and wellbeing of our people must be safeguarded at all times (in the workplace, as well as in common areas)
- Access control must be in place for all employees and visitors
- Guidelines and plans must be established to manage any on-site emergencies
- There needs to be a system in place to fully track and trace infections
Section 3

A phased approach
A phased approach

When we’ve made it clear that sites can start planning for teams to re-enter the workplace, it’s essential this is done gradually. Where possible, we’re providing employees with a minimum of one weeks’ notice. We will be following these three phases.

Phase 1: Initial opening
See pages 21-46

Phase 2: Intermediate control
See pages 47-48

Phase 3: New normal
See page 48
A phased approach continued

Right now, the global situation remains fluid and it’s very difficult to predict how things will develop. So we’ll be focusing on Phase 1 in this document. Following extensive feedback sessions with markets who have undertaken this process we have expanded our Phase 1 to provide greater flexibility and autonomy for sites to gradually increase capacity, reducing the need to transition to Phase 2 which includes the relaxation of other measures we feel are still essential for our safety. Further guidance for Phase 2 will follow.

In the next section, you’ll find details of the working arrangements that we’re advising you follow for Phase 1. The plan to reopen sites should be proposed at the local level by those working at the most senior level (GM/SVP/EVP). Ultimately, approval to reintroduce teams resides with our Global Executive Committee.

In this first phase, it’s essential that we follow instructions and guidelines defined by the authorities of our respective countries. Any decisions that are made to reopen sites or facilities need to be taken across the Business Units and must be consistent across GBU in a market.

Managers should also consider how they will prepare their teams for returning to the workplace. To address employees concerns and anxieties, and encourage positive wellbeing, it’s important to consider communication, training, and employee comfort.

We continue to encourage and enable working from home as much as possible and this should be the preferred choice where practical and effective. Managers should try to be as flexible as they can when it comes to making arrangements for employees dealing with personal circumstances like parenting, or caring for older people or those with underlying health conditions.
A phased approach
continued

Measuring and managing risk by occupation

No matter who we are or what we do, all of us are at some risk of exposure to COVID-19. However, it’s inevitable that levels of risk change depending on our role. We’ve created the following table to illustrate these different levels of risk, and the different ways you and your colleagues can minimise and control them.

<table>
<thead>
<tr>
<th>Generic RB Occupational Description</th>
<th>Comments</th>
<th>Perceived Exposure</th>
<th>Source control</th>
<th>Transmission Pathway protection</th>
<th>Personnel Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. RB First aiders - in COVID situation</strong></td>
<td>Colleagues with high risk face-to-face contact (distancing cannot be assured)</td>
<td>Reasonable to anticipate regular close distance (&lt;2m) or extended duration of contact in enclosed spaces</td>
<td>Isolation of patient, restricted additional staff access, regular surface disinfection</td>
<td>Barrier / enclosure, general ventilation, regular surface disinfection</td>
<td>Minimum FFP3, visor, gown, gloves and good hygiene - hand washing / hand sanitizing</td>
</tr>
<tr>
<td><strong>2. Salesforce</strong></td>
<td>Colleagues where a high risk of face-to-face contact (distancing is practicable)</td>
<td>Reasonable to anticipate regular close distance (&lt;2m) or extended duration of contact in enclosed spaces</td>
<td>Require distancing and hand washing / sanitization as far as practicable, implement RB and government advice on face coverings</td>
<td>Barriers, regular surface disinfection of frequent touch points, general ventilation, avoid retail cash payments</td>
<td>Masks, gloves (if required by local or government) with hygiene - hand washing / hand sanitizing good practice</td>
</tr>
<tr>
<td><strong>3. Security Personnel / Receptionists / Catering</strong></td>
<td>Colleagues with lower risk of face-to-face contact (distancing is practicable)</td>
<td>Presuming that distancing can be enhanced by barriers (&gt;2m) and other workplace arrangements such as physical distancing, one-way routes and staggered shift patterns</td>
<td>Require distancing and hand washing / sanitization as far as practicable, implement RB and government advice on face coverings</td>
<td>Barriers, regular surface disinfection of frequent touch points, one-way systems as far as reasonably practicable, general ventilation</td>
<td>Masks are recommended with hygiene - hand washing / hand sanitizing good practice</td>
</tr>
<tr>
<td><strong>4. Factory / R&amp;D Laboratory Engineering / FM and Maintenance</strong></td>
<td>Colleagues who may have public facing services where distancing may not be practicable</td>
<td>Reasonable to anticipate regular close distance (&lt;2m) or extended duration of contact in enclosed spaces. Presuming that distancing can be enhanced by barriers, and other workplace arrangements such as physical distancing, one-way routes and staggered shift patterns</td>
<td>Distancing, frequent hand washing / sanitization</td>
<td>Barriers, regular surface disinfection of frequent touch points, one-way systems as far as reasonably practicable, general ventilation</td>
<td>Masks are recommended and hygiene - hand washing / hand sanitizing good practice</td>
</tr>
<tr>
<td><strong>5. Office General Users</strong></td>
<td>Colleagues who may not have public facing services where distancing is practicable</td>
<td>Presuming control of workplace arrangements is more consistent, i.e. public not present, screening of staff and quarantine arrangements in place</td>
<td>Require distancing and hand washing / sanitization as far as practicable, implement RB and government advice on face coverings</td>
<td>Barriers, regular surface disinfection of frequent touch points, one-way systems as far as reasonably practicable, general ventilation</td>
<td>Masks are recommended and hygiene - hand washing / hand sanitizing good practice</td>
</tr>
<tr>
<td><strong>6. Home Working</strong></td>
<td>Ability to work exclusively from home in isolation or within household 'bubble'</td>
<td>Exposure more likely to come from non-occupational sources</td>
<td>Normal physical distancing as advised for general population</td>
<td>Nil</td>
<td>Hand washing / sanitizing as advised for general population</td>
</tr>
</tbody>
</table>
Section 4

Phase 1: Initial opening
Phase 1: Initial opening

For this opening phase, line managers should make an approved list of those teams and individuals who will be returning to the workplace. Decisions should be based on whether work is business-critical and cannot effectively be done remotely, with minimum presence on site at any one time. If it’s necessary, the structure of the working day (times/days/shifts) should be reviewed, so that physical distancing can be safely adhered to.

Employee health self-assessment

The health and wellbeing of our employees and visitors is of utmost importance to us. Given the recent global challenges of the COVID-19 outbreak, and our attempt to slow its spread, we’re asking everyone to assess and confirm their wellbeing to ensure it’s safe for you and others to come back to the workplace.

Declaration

I declare that:

- I am not currently suffering from any of the following: a fever (high temperature), cough, breathlessness or an altered sense of taste/smell
- No one in my household is currently suffering from any of the above
- I have no reason to believe that I am at genuine risk of having been in contact with someone infected with SARS-CoV-2 (coronavirus) within the past 14 days
- No one in my household has received a positive SARS-CoV-2 (coronavirus) test result in the past 14 days

If you are unable to answer ‘yes’ to any one or more of the above statements you should contact your line manager before returning to your workplace.

Employee self-temperature checks

Where it’s practical and until further notice, you should check your temperature at home before leaving for work. If it’s above 37.5°C, and further assessment shows you’re at a potentially higher risk of COVID-19 infection, you’ll be refused entry to your workplace. We’ll also be screening temperatures for all employees arriving on site. Again, if your temperature is above 37.5°C, you’ll be assessed on whether you should be sent back home.

Read more in our global guidance document

Temperature checks for employees

Gradually increasing the number of people allowed in a workplace should never compromise our ability to maintain safe levels of physical distancing. It is not recommended to exceed 50% of the full site capacity in this phase.
Phase 1: Initial opening
continued

Employee working arrangements

All employees must be familiar with the new working arrangements and the need for their cooperation with any on-site physical distancing requirements. Returning colleagues should be fully familiarised with all relevant RB EHS returning to work guidance, including but not limited to “Visitor Guidance”/“Access Control”.

This document can be found here
Returning to the workplace guidance

Physical distancing

The current approach to physical distancing and good hygiene practices, including deep cleaning, will remain in effect. Each site should review their physical distancing arrangements regularly so that returning colleagues can effectively maintain physical distancing and remain two metres (six feet) apart during the working day. We’ve created floor and desk stickers for you to use to show these physical distancing measures.

These floor and desk stickers should be printed locally and can be found on the Image Library here
RB Brand Library

COVID-19 cases

Strict and close monitoring of cases within the workforce as well as in the country or state must be implemented and reviewed by the site CMT and tracked on a daily basis.
Phase 1: Initial opening
continued

Travel

International business travel
The international travel restriction will remain in place until further notice.
If you believe that it’s absolutely essential for you to travel to another country, you must seek the approval of your GBU president.

- Adi Sehgal – Nutrition
- Harold Van den Broek – Hygiene
- Kris Licht – Health

Returning from travel
All local legislation for self-isolation/quarantine must be followed when returning from travel. As the situation continues to evolve, it’s important to consult the website of your local government on the latest guidance for returning travellers. If you are unsure, please ask your regional corporate security or HR representative for further advice. We also recommend reviewing and bookmarking this report from our travel security partner WorldAware.

We recommend reviewing and bookmarking this report from our travel security partner WorldAware: WorldAware COVID 19 Travel Restrictions Report

After returning from travel, please check in with your line manager/HR Director before returning to the office, and await further guidance.

Domestic business travel
For countries that have not entered Phase 1 of opening, there should be no domestic business travel. If you believe that your travel is essential, you must seek the approval of your SVP/EVP and Country HRD.
For countries in Phase 1 of opening, all domestic business travel should be in your own vehicle, and requires the approval of your GM/Site Lead and HRD.

International moves
Since the situation is different across the globe, HR will be able to provide further guidance on international moves. Travel for international moves will require the approval of the relevant BU president.
Travel continued

Home leave
Home leave must be approved by the General Manager/Site Lead & HRD. For Regional and Global teams, home leave needs to be approved by the SVP/EVP & Regional or Functional HRD.

Employees & their families who are travelling should follow the below advice:

- Maintain a high level of hand and surface hygiene
- Check for travel restrictions; be prepared to provide and wear a face mask
- Be mindful of border closures
- Adhere to local travel regulations (e.g. self-isolation requirements upon entry, requirement to provide extra documentation)
- Follow RB guidance on returning from travel
- Review and bookmark this report from our travel security partner WorldAware:

Report from our travel security partner WorldAware:
WorldAware COVID 19 Travel Restrictions Report

Look See trips
Please follow our international business travel guidelines.

Personal travel
We would like to remind you all that it’s vital for each of us to take time to rest and recuperate. We understand that some of you may wish to travel if it’s permitted in your market, but we ask you to closely monitor relevant travel restrictions, such as border closures, self-isolation requirements and certifications required for your chosen destination.

Should you decide to travel internationally or on home leave, we encourage you to bookmark this page provided by our security partner, which is regularly updated with the latest travel guidance:

Report from our travel security partner WorldAware:
WorldAware COVID 19 Travel Restrictions Report

Please remember the importance of healthy hygiene habits to ensure both your safety and the safety of others. Handwashing, wearing a face mask and physical distancing are the most effective ways to protect against the virus.

Travel continued on page 26
Phase 1: Initial opening

continued

Travel continued

Travelling to your workplace

Shuttle bus services
Physical distancing should be applied on any Company shuttle bus services you use. This needs to be maintained and should be constantly reviewed for effectiveness. Additional transport may need to be provided.

When travelling to your workplace employees should:

Commuting in a personal vehicle
- Please use your personal vehicle to travel or, if the journey permits, walk or cycle. Try and limit shared transportation as much as possible
- Sanitize your hands before and after using your vehicle
- After parking your personal car/motorbike, maintain physical distancing and walk directly to your office

Public transport – buses, rail, underground, trams, ferries
Only use public transport if there is no other option for you to come to work and you cannot continue to work from home.

When travelling by public transport:
- Avoid rush hours and busy times if you can
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin
- Follow advice on staying away from others – if possible maintain physical distance to others (2 metres if possible)
- Use an alcohol-based hand sanitizer when you start your journey
- When arrived at your end destination (workplace or home) wash your hands thoroughly with water and soap
- Keep up to date about reduced services and closed stations

Do not use public transport if:
- You have symptoms of coronavirus – a new, continuous cough or a high temperature
- You or any of your household are self-isolating or have symptoms of coronavirus
Phase 1: Initial opening continued

Protective equipment

Masks
As COVID-19 progresses, science evolves and opinions change, we’re regularly updating our guidance on mask wearing. We’ve also been seeking feedback from sites that have re-opened and moved into Phase 1 to help us navigate the new normal together.

As a result, we’ve identified that measures can be further strengthened in high traffic areas. So we’re now **strongly recommending the wearing of face masks in RB workspaces**. This particularly applies to situations where physical distancing may be difficult, such as in communal areas or when moving about our buildings in corridors or stairways.

However, to be effective, masks must be used in combination with our existing safety measures – maintaining safe physical distancing, good hygiene and thorough hand sanitization.

We’ll be providing certified medical masks at all our sites and we encourage you to use them, unless you have specific PPE requirements for your role that must take precedent.

We’re not recommending cloth masks as their standards are too variable and they pose an increased risk of cross-contamination. If you do choose to use one, you must wash the mask **daily** at a high temperature.

We also want to ensure that the environmental impact of masks is limited, and so will be investing in ways to offset this.

Read more in our global guidance document Wearing of Face Masks

Gloves
We don’t encourage wearing gloves in non-medical settings, since this can increase the chances of cross contamination. The exception would be for our frontline sales teams who may need to wear gloves in certain medical settings. These should be provided.

Where necessary, it’s important to ensure there are sufficient stocks and availability of all required PPE, such as single-use masks, disinfectant products, hand sanitizers, wipes etc.

As with masks, if local jurisdictions mandate or recommend the wearing of gloves, this takes precedence and sites must comply.

PPE provision
We will ensure that there are sufficient stocks and availability of all necessary PPE, such as single-use masks, disinfectant products, hand sanitizers, wipes etc.

Hand sanitizer provision
Where it’s practical, we should increase the provision of hand sanitizer stations throughout the workplace, particularly in high traffic areas. We should also provide reminders for teams to use them.

Care packages
We’ll provide disinfectant products, medical face masks and hand sanitizers for all those returning to the office. This ‘Care Package’ can be picked up when coming back to the office, and can be used for cleaning workspaces, desk, mouse, keyboard, monitor.
Phase 1: Initial opening continued

Sanitization and cleaning

Hand washing
It’s important to keep communicating and reinforcing the importance of good hand washing, and good personal hygiene practices. So we’ll increase signs in potential hotspots, like elevators, washrooms, WC, kitchen areas, canteens, coffee shops – and we’ll consider using on-site TV screens to get the message across.

Workplace cleaning and housekeeping
We have an increased cleaning and housekeeping protocol, particularly around hotspots like kitchen areas, door handles, desks, staircases and washrooms.

Workplace areas

Seating and desk spaces
Seating plans will be revised so that face-to-face seating is avoided, with teams sitting diagonally from each other and not adjacent to each other. Hot-desking should be avoided. If this isn’t possible, cleaning wipes should be made available for cleaning the desk, mouse, keyboard, monitor before use.

Communal areas
It’s essential to maintain physical distancing whenever we can. We should avoid any physical grouping of colleagues within the workplace, particularly around lunch/break periods in and around where people usually congregate – such as kitchen areas, canteens, vending machines and coffee shops.

Canteens and self-service food areas
We’re discouraging the use of site canteens for self-service food. Instead, we’re asking that you eat at your desks and avoid crowded places when eating. You’ll be responsible for ensuring your desk is clean after having the meal.

Smoking areas
Remember that physical distancing also applies when using on-site smoking areas/shelters.

Social gatherings and celebrations
The safety of our people is our priority and we ask that all RB social gatherings and celebrations are converted to digital events.
Phase 1: Initial opening continued

Wellness and additional facilities

- Any on-site gym facilities, showers and Company shops should remain closed until further notice.
- Mothers’/Wellness rooms should remain closed. If there are exceptional circumstances, local HR teams can make these rooms available for new/expectant mothers.
- Each location should allocate an isolation room for colleagues who are presenting symptoms of COVID-19. Where this isn’t possible a plan should be put in place for managing this situation. The room should be located close to the exit and only used when an employee develops symptoms of COVID-19 during office hours. It should be isolated immediately, and arrangements should be made for getting the employee home. Gloves and face masks must be available for those who are attending to the employee.

Meetings and events

Meetings
Wherever possible, all on-site meetings should be carried out through the use of online virtual meeting tools such as Teams. If on-site meetings are absolutely necessary, they should be conducted with caution and only take place in large spaces where physical distancing can be maintained. Meeting rooms must be cleaned after use, and booking frequency adapted to allow time for cleaning in between meetings.

Events
Any Company-sponsored events should be postponed during this initial opening phase.

Facilities, security and site access

Heating, ventilation and air conditioning (HVAC) system
Each building heating, ventilation and air conditioning (HVAC) system should be inspected and routinely cleaned, and air filters should be replaced.

Read further guidance in the Facilities Management document
Return to multi-tenant office buildings checklist
HVAC systems guidelines

Safety at security entry points
As a safety measure during this pandemic, no visitors will be allowed to our facility unless they are business-critical and consent by site leadership has been granted. Our global guide ‘Contractor precautions’ must be referred to.

Read further guidance in the Facilities Management document
Contractor precautions

Site deliveries
Where possible, any site deliveries should be controlled to limit the number of interactions with RB employees.
Phase 1: Initial opening continued

Facilities, security and site access continued

Site access
We will implement separate entrances for employees and goods deliveries. This means:

- Implementing a one-way system within facilities including the staircases
- Carrying out self-temperature checks at home before leaving for work, where it’s practical and until further notice
- Implementing additional temperature screening systems at each main RB floor entry level. These will need to be sourced locally. In a shared tenancy, please check the landlord’s temperature screening strategy
- Restrict access to external visitors, including no external meetings to be held on site

Read further guidance in the Facilities Management document

Returning to the workplace guidance

Multi-tenanted locations

A meeting with your landlord’s facility team must take place before opening-up the RB workplace. If a mutual connection with other tenants hasn’t already been established, it’s essential that one is established, so you can inform each other of confirmed COVID-19 cases.

We suggest that the checklist below is followed:

- Review the landlord’s plans for main entrance, building reception area, usage of lifts, etc.
- Establish how the landlord will deal with goods deliveries and transport
- Review how the landlord will deal with external visitors if and when we decide to allow them
- Check emergency evacuation procedures with the landlord
- Use the Building Water systems guidelines and the HVAC guidelines to get reassurance from landlords that measures have been carried out
- Ensure landlords have correct, increased procedures around end of journey facilities (especially where showers are available for cyclists)
- Understand the procedures the landlord will put in place if there is there is suspicion of a COVID-19 case
- Understand the procedures that will be put in place for any shared catering outlets to maintain social distancing and adjusted service levels

The above list doesn’t supersede local legislation. Check the appendix for details of our full checklist and where it applies.

Read further guidance in the Facilities Management document

Return to multi-tenant office buildings checklist
Phase 1: Initial opening continued

Visitors

Self-assessment
Unless they are business-critical, we should avoid hosting visitors. All visitors require prior approval from the site lead or GM before the day of their visit. Any visitors to sites must have an appointment with an RB host and MUST be checked in and checked out (date/time) by reception.

All visitors must be asked to self-assess against the questionnaire provided.

Visitors must self-assess against the questionnaire provided in the appendix of Contractor precautions

Under no circumstance will a written record be maintained.

Declaration

 Declare that:

• I am not currently suffering from any of the following: a fever (high temperature), cough, breathlessness or an altered sense of taste/smell
• No one in my household is currently suffering from any of the above
• I have no reason to believe that I am at genuine risk of having been in contact with someone infected with SARS-CoV-2 (coronavirus) within the past 14 days
• No one in my household has received a positive SARS-CoV-2 (coronavirus) test result in the past 14 days

If you are unable to answer ‘yes’ to any one or more of the above statements you will not be admitted to the site.

If a colleague begins to feel unwell at work they should, where possible, leave the premises immediately and inform their Line Manager and HR. If a colleague is unable to leave immediately, an on-site isolation room should be used as a temporary quarantine rest area, where they can wait until they are able to leave site.

When attending to colleagues suspected of having COVID-19 there is a recommendation to wear Type FFP3 or N95 masks.

If anyone is diagnosed with COVID-19 during any of the return to work stages, the site emergency response plan must be inacted. All colleagues who may have had close contact with this person, should leave site immediately and self-quarantine at home for 14 days.

Where the office is a multi-tenanted environment, the landlord (and where possible key contacts within the other businesses) should be notified immediately.
Phase 1: Initial opening continued

Sales teams

Sales teams returning to the field
Our Sales teams play an important role in ensuring people have access to the highest quality hygiene, wellness and nourishment. Many of our products support in the fight against COVID-19 and so we must continue our relentless pursuit whilst ensuring the safety of our people and their families.

Why are Sales most at risk?
Sales teams work on the front line. Whether they’re visiting a pharmacy, a healthcare professional or a local store, they come into contact with people in the field on a daily basis. This increases the risk of being exposed to COVID-19.

Sales Return to workplace protocols
Our Sales Return to workplace Protocol outlines exactly what can and can’t be done. We have included additional measures to keep our people safe, with enhanced measures for those operating in healthcare settings. We understand personal circumstances will influence whether you feel ready to return and as outlined in our triggers to reopen we will not be mandating that people return to the field.

Read further guidance in the Sales Return to Workplace Protocols document here: Return to workplace sales protocols

Before our sales teams return to work they must have approval from GBU presidents.

Sales document addendum – for countries/territory’s that have moved into phase 1 only.

Overnight stays
Overnight stays may be added to journey plans for countries / territories which have moved into phase 1. In addition, the following key factors must be considered:

• External triggers
  • Minimum of 4 weeks downwards trajectory or a stable, low number of cases
  • No overnight stays in areas under local lockdown or an upwards trajectory of cases over 5 days
  • Hotels and hospitality open
  • Hotel has a clear publicised cleaning and hygiene protocol
  • Hotels should be RB recommended and booked through RB travel system

• Internal triggers
  • Regional Director and Regional HRD must approve the initial request for overnight stays to be added to journey plans
  • RB Travel guidance must be adhered to

• Individual trigger
  • Individual is happy to resume overnight stays
Phase 1: Initial opening continued

Sales teams continued

Travel
Travel should be in your own vehicle. If this isn’t possible, you may use public transport with the approval of your general manager and HRD. There should be no air travel at this time. In addition, the following key factors must be considered:

- **External factors**
  - Minimum of 4 weeks downwards trajectory or a stable, low number of cases
  - Public transport must be operational and adhere to physical distancing rules

- **Internal factors**
  - Regional Director and Regional HRD must approve the initial request to use public transportation
  - RB Travel guidance must be adhered to
  - Employees should be provided with PPE (masks, gloves) and hygiene products (wipes, hand sanitizer)

- **Individual factors**
  - Individuals must be happy to use public transport

Internal meetings and conferences
- For face to face meetings there should be a maximum of 10 attendees
- 2 metre physical distancing and a high level of hygiene must be adhered to
- Must be carried out in line with government advice/legislation
- All employees must have confirmed that they are happy to attend
- You must have the approval of the Sales Director to hold or attend any internal meetings or conferences

External meetings and conferences
- RB employees should not attend any external conferences or face to face meetings with over 10 people
- For meetings of up to 10 people, physical distancing and a high level of hygiene must be adhered to
- The customer must have requested the meeting
- Meetings must be carried out in line with government advice/legislation
- All employees must have confirmed that they are happy to attend and have completed the self-certification form
- You must have the approval of the Sales Director to attend any external meetings or conferences
Section 5

Keeping our spaces safe
Keeping our spaces safe

When we return, our workspaces will be different places. We’re making a number of changes to ensure the health and safety of everyone who shares them. In the following section, you can find out what we’re doing, get an idea of what to expect and learn about everyone’s new responsibilities. Because we’re all in this together: our collective health and wellbeing depends on each of us following the guidelines implemented across our sites.

**Do the right thing. Always.**

Red zones – putting people first

By making changes to communal spaces and workspaces, we’ll keep providing a safe environment for colleagues. Red zones are a big part of this. These are areas that should be considered as high risk and in which everyone must stay especially alert to comply with physical distancing and hygiene practices.

We recommend the wearing of masks in communal high-traffic areas. Masks do not need to be used when you are at your workstation.

**Red zones will include (but not be limited to):**

- Toilet/washroom facilities
- Kitchen/breakout areas
- Coffee shops & restaurants/canteens
- Stairwells
- Elevators/lifts
- Reception areas
- Desks
- Collaboration & meeting rooms/spaces
- R&D labs

As we slowly start to return to our workplaces through a phased approach, each site must achieve the following as soon as possible:

- Get hold of your most recent and up-to-date floor plan and map out all the workstations.
- Use this plan to map out how many workstations at maximum can you occupy to ensure that physical distancing of a minimum of 2 metres is maintained.
- Work off the recommended 2 metres and not by number of desks, as in some locations the desk size is just at around 1.6 metres.
- In this initial opening phase a maximum of 25% of total seating capacity can be occupied. This can be increased to a maximum of 50% provided physical distancing can be maintained.
- Each site to deploy the booking app provided by IT. The CMT is to oversee and review.

**Employees should:**

- Read our guidance on travelling to and from your workplace on page 22
Keeping our spaces safe continued

Entrance areas

The first point of entry may be to a reception area or desk or an elevator/lift lobby. These spaces need clear signage to reinforce physical distancing. They also need hand sanitizer stations and relevant signs advising people of our guidelines.

Reception

The waiting/seating areas should be reduced to reflect the changes in capacity and acrylic screens should be put up at the reception desk to protect our receptionists. Hand sanitizers should be available for people to use.

A copy of the site-specific guidelines should be easily accessible here too.

Employees should:

- Always carry your ID cards and present them to security when asked. If you’re wearing a face mask when entering the office you may be asked by security staff to take it off for face recognition.
- Make sure you use the hand sanitizer provided.
- Masks should be worn in communal areas.
Navigating our new normal: A guide to staying safe in RB workspaces

Keeping our spaces safe continued

Lifts and elevators

It’s very important that hand sanitizers are stationed outside lifts and signs should be displayed encouraging people to use the stairs.

Lift buttons should be cleaned thoroughly and more regularly.

![Image of lifts and elevators]

In general, lifts will be single person occupancy. The minimum dimensions to allow two are indicated below. However the person nearer the door will need to exit first.

Employees should:

- Make sure physical distancing is observed when using lifts
- Not exceed the maximum occupancy advised
- Wear your masks or cover your mouth and nose with a tissue when feeling the urge to cough or sneeze
- Do not touch lift buttons after sneezing or coughing
- Remember to sanitize your hands when you exit the lift
- Take the stairs and avoid lifts as much as possible

Washroom/toilet/shower facilities

Washrooms are a high-risk area, so it’s important that we implement enhanced cleaning here.

Urinals should be put out of use and only cubicles made available. To help minimise the risk of transmission, lids should be closed after use and the toilet should be flushed afterwards. For locations where a closed lid toilet isn’t available, appropriate disinfectants should be provided.

As well as enhancing our cleaning in washrooms, toilets should be sprayed several times a day with a microbial spray. Relevant cleaning products should be made available in each individual cubicle.

Imagery created prior to mask-wearing guidance
Keeping our spaces safe continued

Washroom/toilet/shower facilities continued

Use, Close, Flush

Local sites should make sure that relevant signs are put in the cubicles to remind people of the process, and to check that they’re leaving the facilities in an appropriate condition. Any toilet extract systems should run 24/7 to help remove contaminated particles.

Within the facilities, floor stickers will be implemented to help illustrate physical distancing. Colleagues should ensure there’s no more than one or two people in the facilities at any one time, depending on the size. Cleaning materials must be provided in all facilities and maintained with anti-bacterial soap and hand sanitizer, and showers should remain closed until further notice.

Relevant posters/materials should be displayed for hand washing. Hand driers should be switched off and hand towels provided. Any hand towel solutions that currently require a turn mechanism to be operated should be put out of action and replaced with a loose towel solution. Sufficient bins for used paper towels need to be provided and frequently emptied.

Employees should:

- Wear a mask when not at their workstation
- Maintain physical distancing and do not exceed maximum occupancy
- Please close the lid prior to flushing. In locations where a closed lid toilet isn’t available, appropriate disinfectants should be used prior to flushing
- Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs
- Dry your hands using paper towels and please discard in the waste bin provided
- Take note of various instructions displayed in the washroom to stop/prevent the spread of virus
Keeping our spaces safe continued

Atrium/communal areas

The capacity within these spaces should be modified to enable physical distancing. This can be achieved by removing some furniture and clearly identifying spaces that can be used at any one time. For example, a four-person seating area will become a one to two-person seating area.

Relevant signs should be put in place to advise people of any changes in capacity. Floor stickers and one-way systems should be installed to enhance physical distancing.

Employees should:

- Please follow signs, stickers and one way systems. They are there for your safety.
Keeping our spaces safe
continued

Restaurant/canteen/deli-bar areas

Our cafeteria staff have taken additional safety measures to ensure hygiene, however where possible, please bring food from home.

If these spaces are managed by a third party, the site should work with the appropriate company to put a service in place that enables and encourages physical distancing. Guidance should be taken from the service provider for the level and style of food offer to be maintained.

A staggered and reduced service solution should be reviewed on a site-by-site basis. Consideration should be given to the use of disposable cutlery and crockery in place of current solutions and keep-cups in deli-bars should not be used until further notice. In deli-bars, baristas should make the complete drink including any milk and sugar.

Seating area capacities should be modified to reflect physical distancing together with floor stickers to assist in queuing. Cashless transactions should be encouraged wherever possible, and card and app transactions promoted. Till areas may require Perspex screens to be installed.

Any meeting room hospitality service should remain suspended until further notice.

While in the canteen, employees should:
• Wash your hands thoroughly or use a hand sanitizer before you enter
• Maintain physical distancing when in the queue, especially while collecting coupons and food
• Follow the directions provided about the seating plan and avoid spending too much time in cafeterias
• Wear your mask or cover your mouth and nose with a tissue when feeling the urge to cough or sneeze (part of the general cough etiquette)
• To maintain hygiene, lunch will be served by the cafeteria staff, and there will be no self-service
• Avoid spending time socialising with your peers in the cafeteria
• Disposable cutlery and crockery should be used to avoid transmission
• Employees should carry their own water bottles and tea/coffee mugs. You should clean these yourself

Imagery created prior to mask-wearing guidance
Piazza/breakout areas

Sites will need to manage how people bring in food from home, depending on the facilities available.

Where it’s necessary and possible, more microwaves and fridges may be needed to enable colleagues to bring food from home. An assessment should be made on a site-by-site basis, taking into consideration that the numbers of people on site at any one time will be very much reduced.

Mugs, glasses, crockery and cutlery should be replaced with disposable solutions. We’re aware of the environmental impact of this, and where possible, these will be from sustainable or renewable sources. People will be encouraged to bring in their own cutlery.

Relevant cleaning materials including hand wash, sanitizer and surface wipes should be provided in these spaces together with enhanced hygiene signage. These should be available to use on touch panels such as coffee machines taps and water machines.

Seating areas should be modified to reflect physical distancing.
Meeting rooms

While virtual meetings remain our preferred solution, we recognise some meetings will still need to happen in person. All meeting rooms should be modified so that the new capacities reflect physical distancing and maintain a safe environment for us all. Stickers should be put on the tables to identify those spaces that should be used. Any meeting room booking system should be updated to reflect the changes in capacity.

These changes should be made to all closed meeting spaces including formal rooms, collaboration, huddle, chatterbox and interview rooms. As an example, a huddle room of approximately 15m² will most likely go from a six-person room to a two-person room. All rooms should have relevant cleaning materials, so surfaces including tables, whiteboards and pens can be cleaned down after each use.

When required, meetings can also be held in hotels with larger meeting rooms – so that safe physical distancing is possible.

If physical meetings are unavoidable, employees should:

- Sanitize your hands thoroughly before you enter the room
- Maintain social distancing and respect the revised seating capacity assigned to the specific meeting room
- Limit the length of these meetings as much as possible
Keeping our spaces safe
continued

Nooks/collaboration spaces

Open nooks that were originally designed for approximately four people can now only be used by a single person. Open collaboration spaces will also need to be modified to reduce capacity. For example, a six/eight-person bench will become a three-person bench.

Phone booths

If it isn’t already the case, phone booths can now only be used by a single person. It’s important that surface wipes are provided in these spaces and that users wipe surfaces down when they leave.

Employees should:
• Wipe down all surfaces with the wipes provided when you leave
Keeping our spaces safe continued

Workspaces

After the initial site assessment has been made, floor plans need to be updated to show which desks are usable and which are not.

The desk should have a clear reference number so that a local desk booking system can be implemented. Each local business should determine the best way to do this. Desks which can be used should be marked with a sticker.

In some locations, the allocated desk solution will need to be suspended and the offices zoned. For example, imagine an area where everyone previously had an allocated desk. Now only a number of desks within this space will be able to be used. In this case, teams will need to consider how many desks they have on a daily basis and have a rotation system in place.

We don’t recommend bringing a full team back, as there’s still a risk the whole team could fall ill. People will need to be flexible about where they sit.

Wipes should be provided for the workstations and left there for all to use. A clean desk policy is essential to this working. No personal or work items should be left at the end of each day.

Task chairs should also be wiped down at the end of the day with the wipes provided.

Employees should:

- Use hand sanitizer regularly and whenever necessary
- Consider wiping and cleaning your keyboard, mouse, desk phone and the desk surface using cleaners
- Avoid using others’ computers or stationery
- Sanitize hands before and after visiting common areas such as the kitchen/coffee area/smoking area etc
- Keep your workstation clean, tidy and clear of clutter
- To minimise the risk of contamination with the virus by opening doors with arms and touching handles, the doors are to be kept open
- Only use desks that have been assigned for working. If a desk is marked as not to be worked at – please don’t use it. (To ensure social distancing – the office layout may have changed)

Imagery created prior to mask-wearing guidance
Keeping our spaces safe continued

Printer areas

Printer areas are high touch areas, so wipes will be provided in each of these spaces.

Lab areas

As each lab is unique the guidelines and modifications for physical distancing and sharing equipment needs to be assessed on a site-by-site basis.

Imagery created prior to mask-wearing guidance
One-way system

Implementing a one-way system around the offices will help us all to maintain physical distancing. This should also be applied to staircases where possible.

Below is an example of a one-way system in that could be implemented.

On-site helpdesk/Tech-bar

The IT helpdesk and or Tech-bar needs to be updated to include two-metre physical distancing. Where we have an open Tech-bar a Perspex screen should be installed to protect the employees and third-parties’ contractors.

Shared tenancy offices

A number of our offices are in shared tenancy scenarios, so the above guidelines should be discussed with the landlord to ensure that, as a minimum, RB guidelines are implemented within common areas. These include spaces like entrances, lifts and toilets.
Section 6

Phases 2–3
Phases 2–3

Phase 2 & 3

After extensive feedback sessions across markets, we’ve expanded Phase 1 to provide greater flexibility and autonomy for sites that are gradually increasing capacity. This means we won’t yet be making the transition to Phase 2, which includes relaxing of other safety measures we feel are still essential.

Navigating our new normal is about taking time and care to shape future phases with agility and intelligence. Further guidance for Phase 2 and Phase 3 will come after more consultation and feedback. It’s vitally important that we get this right, so thanks for your ongoing patience.

What happens if someone gets sick?

If colleagues are feeling unwell with COVID-19 like symptoms, they should not come to the office and should initiate self-quarantine for 14 days, with local HR being informed. If a colleague begins to feel unwell at work they should, where possible, leave the premises immediately and inform their line manager and HR. If a colleague is unable to leave immediately, an on-site isolation room should be used as a temporary quarantine rest area, where they can wait until they are able to leave site.

Read further guidance in the document

Emergency response plan for employees experiencing COVID-19 symptoms in the workplace

If anyone is diagnosed with COVID-19 during any of the return to work stages, the office should be shut-down for disinfecting/deep cleaning. All colleagues who may have had close contact with this person, should leave site immediately and self-quarantine at home for 14 days.

Daily temperature screening will be carried out for all employees entering the workplace. If it’s above 37.5°C, and further assessment shows you’re at a potentially higher risk of COVID-19 infection, you’ll be refused entry on site and advised to return home. If quarantine is needed use of the isolation room referred to above, should be used.

Read further guidance in the documents

Temperature checks for employees

Emergency response plan for employees experiencing COVID-19 symptoms in the workplace
Section 7

How to move back into lockdown
Navigating our new normal
A guide to staying safe in RB workspaces

Returning to lockdown

The situation is constantly changing, so it’s very hard to predict exactly how the pandemic will develop, either globally or at a local level. However, it’s likely that some regions will experience further surges – in which case we may need to reinstate lockdown measures for employees in certain sites.

The lockdown process will be managed at a local level, in line with changing legal requirements and our core, guiding principle to prioritise the health, wellbeing and safety of our people and their families.

Our three lockdown triggers

When deciding whether or not a particular site and/or region should return to lockdown, we will consider three key factors. If any of these triggers is no longer viable then we should consider moving back into lockdown.

External factors
Local regulations and guidelines set by local authorities.

- An upwards trajectory of confirmed cases for at least 14 consecutive days
- New legal restrictions such as curfews, the closure of shops and other critical infrastructure, including public transport and public services
- If our office is based in a shared facility, we need to follow the measures of all the other tenants in the building; these measures must meet or exceed our minimum standards

Internal factors
The set-up and readiness of our facilities and sites.

- Site to be closed when there are multiple confirmed cases where individuals have been in contact with each other

Individual factors
Each employee’s wellbeing and personal circumstances.

- How comfortable they are to keep working on site
- Their readiness to work on site if they also need to care for children or elderly relatives
- Their ability to commute to work safely and easily
Section 8

Appendix
Emergency planning and decision making

Practical guidance for dealing with COVID-19 emergency and non-emergency situations, can be found within the following global EHS guidance documents:

- Building water systems guidelines
- Contractor precautions
- COVID-19 medical guidance
- Emergency response plan for employees experiencing COVID-19 symptoms in the workplace
- Ending self isolation
- General safety considerations
- HVAC systems guidelines
- Return to multi-tenant office buildings checklist
- Return to workplace guidance
- Returning teams to the workplace – employee declaration
- Returning to the workplace decision tree
- Return to workplace sales protocols
- Site cleaning guidance
- Temperature checks for employees
- Truck delivery precautions
- Wearing of face masks
- Working from home
- Working from home – workstation self-assessment
- Workplace risk assessment

The Employee Self-assessment is available to download from Rubi