



**ANCHOR**  
■■■■■■■■■■ group services



# Post COVID-19 Return to Work

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# Evolving Standards

## Reasons for Change

The Impact of the COVID 19 pandemic includes numerous changes affecting the economy, coexistence, politics and society in general, due to the spread of the virus and subsequent measures.

COVID 19 will have a substantial impact on every single employee and the daily work they undertake. The workplaces that we return to will not be the same as before.

Special consideration must be given to:

- COVID-19 Prevention Measures
- Employee Information and Communication
- Ongoing Social Distancing Requirements
- Amendments to Scope of Services

## Service Evolution

Our cleaning service will be required to adapt to meet the needs of your company policies and to align with government guidance for returning to the workplace. To achieve best value and compliance we will work in close partnership with you and your teams to redesign the cleaning strategy.

Anchor have developed a framework for post COVID – 19 contract review based on the following core headings:

## Cleaning Service Review

Whilst best practice recommendations will be made we are mindful of variations to occupancy levels and budget restrictions. Areas under review include:

- Cleaning specification and hours of work
- High footfall and touch point cleaning procedures and frequencies
- Chemicals and stock holdings
- PPE Requirements
- Periodic Cleaning Requirements
- Hand Sanitisation Facilities
- Wash room Services

## Additional Services & Measures

Some key items for consideration will include the introduction of:

- Daytime housekeepers for enhanced touch point cleaning
- Additional distance matting, floor signage, wash room signage
- Bespoke hand sanitiser stations
- Consumable items – toilet seat wipes or anti-bacterial door handle covers
- Additional PPE (our team & yours)
- Planned periodic cleans



# Staff Awareness

In order for the proposals we make to be effective we need to ensure that the front line staff are adequately trained and equipped to safely and effectively undertake the cleaning services.

It is critical that our staff, many of who will not have been working during the COVID-19 outbreak, are fully aware of current guidelines, the importance of PPE and the variations to scopes of works and the reasons that these changes are being made.

Some measures in place to improve staff awareness will include:

- Revised Risk Assessments – General & COVID-19 Specific
- Enhanced programme of toolbox talks
- Enhanced welfare visit and inspection procedures
- Bespoke H&S briefing documents
- COVID-19 Information Signage
- Updated safe method of work training

It is proposed that we arrange staff return to work briefings for all staff returning from furlough, these briefings will be used to detail new standards, adaptations to the services and reintegrate cleaning team members into the workplace.



We have also developed staff return to work packs which will include personal hand sanitisers, stylus pens to reduce touch point interaction, Government guidance and company procedure print outs and additional PPE items where applicable or required.

It is expected that all staff will have concerns about their safety following the outbreak and their roles in preventing the spread of the Virus so we have developed a questions and answers document to help alleviate their concerns.



# Service Remobilisation



## Preparation

The initial stages of the service remobilisation can commence immediately, this will allow adequate time to order additional consumables, equipment and PPE.

Initial objectives will include:

- + Define needs related to COVID 19
  - Familiarisation with client site policies
- + Presentation of Added value initiatives / specialist safety measures
- + Propose Time line for remobilisation
- + Commence return to work engagement with cleaning team members
- + Preparation of new RA's and safe methods of work
- + Re-engagement of 3rd party service providers

## Review

During review it is our aim to obtain a thorough understanding of your own remobilisation plans to include planned occupancy levels.

Our review will cover:

- + Site wide evaluation of cleaning requirements & current standards
- + Review of client requests
- + Recommendations for deep clean schedule
- + Recommendations for additional cleaning hours
- + Checks of Feminine Hygiene, Hand Soap, Fragrance units, etc.

During the service review we will also replenish all consumables in preparation for occupancy and place forward orders for contractual consumable items.

## Approval

Recommendations will be presented to the client for review and approval.

Upon acceptance of any quotations or on receipt of purchase orders for additional equipment and consumables suppliers will be engaged and orders will be placed.

Lead times will be confirmed to ensure they align with wider operational remobilisation plans.

Recruitment will commence for any additional resourcing requirements.

Formalisation of new cleaning specifications and agreement of time frames for completion.

# Service Remobilisation



## Implementation

To commence upon confirmation of client intentions to return to work. A gradual return to work is recommended with a forward cleaning party to attend prior to full services resuming to achieve baseline standard.

Key milestones will include:

- + Confirmation of cleaner return to work dates
- + Delivery of consumables, equipment and PPE
- + Delivery of specialist solutions & added value
- + Reinstatement of 3rd party service partners
- + Staff communication and engagement
- + Initial staff training

## Go Live

Services to resume with live date staff briefing and presentation of back to work packs.

Areas to be covered include:

- + Introduction to new cleaning specification & allocation of roles
- + Completion of staff training.
- + Delivery of new site documentation and safety measures
- + 100% service audit
- + Remobilisation review

During the early stages of the remobilised service close monitoring will be required to ensure that recommended measures meet the needs of the business and continue comply with Government guidelines.

## Evaluation

Ongoing monitoring of the wider operational situation including Government and Public Health England and trade association recommendations.

- + Monitoring of performance and adjustment to service frequencies
- + Monitoring of building occupancy levels
- + Evaluation of processes
- + Improvements in service Provision

Development of plans and timescales to return to business as usual.

# Customer Q&A

## Will I be safe to use toilets and lifts?

*All areas will be cleaned and safe to use before staff reoccupy the buildings and use the lifts and toilets. Cleaning team members will be assigned specific tasks for sanitising touch points throughout busy periods. All toilet and shower rooms will continue to be sanitised and checked daily.*

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## What about fogging, will my office need this?

*We have been inundated with requests for fogging, however this is not a solution we are recommending at this time. Fogging is most effective when you have had a positive COVID result within your office as it is a quick way to sanitise an area to allow staff to reoccupy straight away.*

## How will we be helped with the social distancing guidelines?

*We have been working with our key suppliers to address this issue and will be issuing separate information in relation to the range of social distancing signage and mat solutions we currently have available for deployment at each contract location. It is expected that social distancing measures will remain long after we return to work so it is important, we all do our part to stop the spread of COVID-19 and continue to facilitate compliance with Government guidance.*

*Mats and signage are recommended as a visual reminder of the current guidelines and to assist with enforcing building policies.*

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## Will my offices be COVID 19 free?

*The World Health Organisations current guidance indicates that Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard.*

*As the majority of locations will have been vacant it is very unlikely that the virus will be present when we return to the workplace. WHO confirm: The most important thing to know about coronavirus on surfaces is that they can easily be cleaned disinfectants that will kill the virus. A robust cleaning regime will therefore effectively prevent the spread of infection.*



# Customer Q&A

## Will my regular cleaner be back?

*A large proportion of site cleaners have been furloughed so they will be available to return to work when the remobilisation of services commences. It is our aim to mobilise cleaning staff at least 24 hour before a building is re-occupied to enable us to carry out an initial clean and train the teams n new schedules and methods of work.*

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## Will it be safe to use the kitchen areas?

*Yes perfectly safe, again all kitchens will receive a full sparkle clean prior to staff returning to work. All kitchens will be provided with anti-bacterial spray and disposable kitchen cloths will be changed daily.*

## Will sanitiser be available in common areas and toilets?

*We now have excellent consumable stock availability to enable us to meet client demand for hand sanitiser.*

*We will issue a separate document to highlight the range of dispensing solutions available. Your Account Manager can advise you on bespoke solutions at your location.*

## Will there be enough stock of toilet paper, soap and hand towels?

*At present there are no issues with stock from our main supplier and they have substantial reserves to meet customer demand. We continue to closely monitor this situation.*

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## Can I still catch the virus from desks, computers, phones etc.?

*World Health Organisations current guidance indicates that Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel. As almost all offices have been empty for long periods, it is unlikely that the virus will be present on desks, IT equipment or desk phones. It is recommended that all equipment receives a full clean prior to re-occupation.*

## Do my carpets require deep cleaning?

*There is no evidence to suggest that there would be a benefit from the deep cleaning of carpets and floors beyond the normal cleaning requirements.*

# Contact Us

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