

**Guidance for
SARS-CoV-2 (Covid-19)
for all users of
Telford Innovation Campus**

Introduction

Everyone has adapted to new ways of working, and moving about our spaces during the pandemic along with the changing of usual behaviours. We thank those tenants that have remained on site during these times for complying with the different versions of this guidance as regulation changes have necessitated modification.

The University of Wolverhampton is committed to maintaining a Covid-informed environment in line with government guidance, ensuring our advice for staff, tenants and visitors remains practical and up to date.

To respect the personal safety of every tenant, visitor and member of staff, and ensure we can all help to keep the Telford Innovation Campus a safe place to work, we ask you to follow our recommended return to site principles and keep up to date with current regulations.

A revised approach to Covid-19: Two alert levels

Going forward we will operate on two alert levels, to ensure that processes are simple and easy to follow. These are briefly described below and comparisons can be seen in the following table. The remainder of this document provides further details for each area identified. The alert levels will be posted on digital signage around the site and at each reception area. This will be backed up with a specific e-mail notification to designated Heads Of Company and reminders on the weekly e-mail newsletter.

Medium Alert Level (Orange)

This represents a close to 'business as usual' operation with no requirement to use one way systems and no restrictions on the numbers using lifts, toilet or kitchen facilities. We ask staff and tenants to follow the **"It only takes a minute"** hygiene guidance (see Appendix 2 and sign fixed to each office door), have respect for personal space and the request to wear face masks in busy and communal areas will remain in place.

High Alert Level (Red)

This alert level requires one way systems to be followed and restrictions on the use of kitchens, toilets and lifts and guidance as per existing signage to be followed. **"It only takes a minute"** hygiene guidance, respect for personal space and the request to wear face masks will remain in place. Additional measures may also be required based on Government or Local Authority advice at the time and this will be shared through the usual communication channels.

Both alert levels require certain principles to be followed, and these are:

Everyone accessing the Telford Innovation Campus site should:

- Behave responsibly, **follow these guidelines** and government guidance, observing the measures in place to ensure our site is safe and Covid-informed.
- Be proactive, knowing that guidance is likely to change regularly, taking responsibility to keep up to date with the latest information.
- Take part in **regular [Covid-19 testing](#)**. We strongly encourage using home test kits twice a week.
- Be respectful and **give everyone plenty of space** when moving around buildings and in communal areas (i.e. stairwells and corridors).

- Wear a **face-covering in busy communal areas**, for example, when moving around buildings, stairwells and catering outlets.
- Follow these **site alert levels** and signage.
- Stay home if you are experiencing coronavirus symptoms or have tested positive.
- Follow the University's [Covid-19 reporting procedures](#), which will require you to send an e-mail to **Covid-19help@wlv.ac.uk** providing your Contact name, Contact telephone number (mobile where possible) and stating you are a Telford Innovation Campus Tenant and giving your room number. This will trigger an automated response providing a link to an online document for completion as soon as possible and without delay.
- Follow [government guidance when travelling](#), including self-isolating (where required) when arriving in the UK from overseas.
- Be **inclusive, supportive and sensitive towards others** and the communities around us, remembering that everyone has experienced the pandemic differently.

When accessing shared spaces on site, staff and tenants should:

- Use hand sanitiser when entering and leaving spaces.
- Avoid changing meeting room or communal space layouts.
- Clean workspaces before and after use, following the 'It only takes a minute' guidance.
- Limit the sharing of any stationery or resources with other people.

Tenants accessing office spaces should:

- Use hand sanitiser when entering and leaving the office space.
- Clean workspaces before and after use, including the keyboard and mouse, following the '*It only takes a minute*' guidance. Cleaning kits are provided by Telford Innovation Campus .

See **Appendix 1** for Quick Glance Summary of Alert Levels

GENERAL

No one should enter the site if they are showing signs / symptoms of coronavirus Covid-19. The most important symptoms are a recent onset of any of the following, please refer to www.gov.uk for latest information:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell

If any staff member, tenant or visitor develops symptoms of Covid-19 after recently being on site they should self-isolate immediately, follow the Governments advice on obtaining a test and report the case to **Covid-19help@wlv.ac.uk** providing your Contact name, Contact telephone number (mobile where possible) and stating you are a Telford Innovation Campus Tenant and giving your room number. Full details of the procedure can be [HERE](#)

Wash hands regularly for a minimum of 20 seconds a time. Use hand sanitiser provided throughout the buildings.

These measures provide an approach to meeting obligations of Sections 3 and 4 of the Health & Safety at Work Act 1974, for both tenants and the Telford Innovation Campus respectively. As such ALL users of the facilities must endeavour to comply with the changes and respect the space and concerns of other users of the buildings.

CAR PARKING AND ARRIVAL AT SITE

Medium Alert Level

When arriving at site all staff, tenants and visitors are encouraged to:

- Not to exit your vehicle at the same time as an adjacent vehicle

High Alert Level

As above, PLUS

- Park leaving a parking space between cars if possible
- Adhere to 2 m social distancing whilst traversing the car parks

ACCESS TO AND EGRESS FROM BUILDINGS

Medium Alert Level

Dual use entrance / exit points will be in operation for each building.

2m Social Distancing signage will remain in place as a general reminder to respect personal space of others, but the distance will not be mandated.

Hand sanitiser stations will be available at all main entrances, exits and corridor entrances – please ensure you sanitise hands at all times.

High Alert Level

As above, PLUS

Staff, tenants and visitors are expected to adhere to the Social Distancing signage and distances advised.

Separate entrance / exit points are likely to be in operation (subject to Government guidance at the time)

CORRIDORS/STAIRCASES/LIFTS

Medium Alert Level

Staircases will be two way.

Social Distancing signage will be in place at regular intervals along corridors, reminding staff, tenants and visitors to maintain a distance from others, but the distance will not be mandated.

Where electrical fire door retainers are fitted, the internal corridor doors will remain open under normal operating conditions in order to minimise potential touch points.

Lifts will be in normal service operation

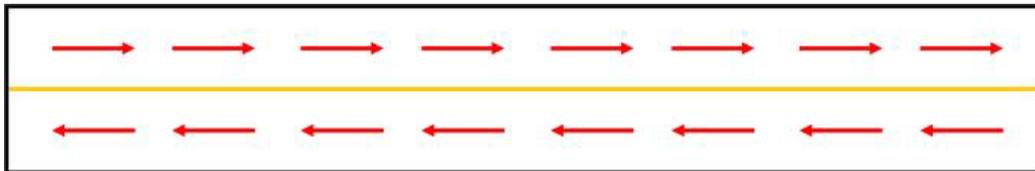
Staff, tenants and visitors are respectfully requested to wear face coverings in high capacity / density areas (e.g. stairwells, corridors and lifts).

One-way systems will NOT be in operation, however one-way directional and exit signage will remain in situ, however this will be marked to show it is only in use under 'High Alert' conditions.

High Alert Level

As above, PLUS:

Where possible a "one way" system will be created using existing staircases and fire exits. These are displayed on the plans provided for each building. In areas where a one way system is not possible or not 2 m wide, the areas will be marked up to create two lanes and keep left signage will be displayed.



Where corridors do not have electrical fire door retainers to keep internal corridor doors open under normal operating conditions, staff, tenants and visitors are reminded to use the vision panels in doors to check that corridors are clear for use. Users are advised to turn and face left towards the wall should a passing in a corridor occur.

Staff, tenants and visitors are expected to adhere to the Social Distancing signage and distances advised. In sections of corridors where queues are likely to form (e.g. outside kitchen areas, toilets etc.), corridors will be marked at 2m intervals to ensure social distancing is maintained whilst queueing.

The use of lifts in buildings is to be avoided where possible. This is to both minimise the risk of contracting the virus from the visually inhibited, small enclosed space and to minimise the potential for prolonged containment in the event of breakdown, due to uncertain response times from the support company. Lift usage will only be allowed for:

- Disabled users (with a chaperone)
- Transport of large / heavy / hazardous materials where transport on stairways would not be possible or safe. The goods should NOT be accompanied by a person.

RECEPTION

Medium Alert Level:

All reception desks will be fitted with a protective screen and relevant floor signage showing 2 m distancing. Within these areas appropriate queuing arrangements will be displayed. Staff, tenants and visitors are encouraged to sanitise hands and furniture/equipment they come into contact with before and after use with the cleaning kits supplied.

High contact areas will be subject to increased cleaning at least 3 times a day.

High Alert Level:

As above PLUS:

All tenants will be encouraged to meet visitors in reception areas to avoid cross contamination of meeting rooms and offices. Where this is not possible staff, tenants and visitors are encouraged to sanitise hands and furniture/equipment they come into contact with before and after use with the cleaning kits supplied.

COMMUNAL AREAS**Medium Alert Level:**

Staff, tenants and visitors are respectfully requested to wear face coverings whilst moving to and from communal areas.

High Alert Level:

As above, PLUS:

Communal seating will be removed and replaced with individual seating OR marked to indicate which seat can/cannot be used with a tick or cross, to incorporate social distancing measures. This will reduce overall seating capacity in communal areas.

COMMUNAL KITCHENS**Medium Alert Level:**

Cleaning kits are provided and all surfaces should be wiped down before and after use.

It is highly recommended that communal cutlery / mugs etc. should not be used, and personal ones should be taken home to be washed, not left in communal areas.

High Alert Level:

As above, PLUS:

All kitchens will be 'one out, one in', with no more than one person being in the area at any time. Restriction signage remains in place with indication it only applies under 'High Alert' conditions.

TOILET FACILITIES**Medium Alert Level:**

Signs are fixed internally to remind staff, tenants and visitors of good hand washing practice.

Paper towels are provided and should be used to turn taps on and off where they are not automatic.

Disabled toilets will remain in use as normal.

All waste paper towels should be deposited in the pedal operated bins provided.

High Alert Level

As above, PLUS:

If all toilets are occupied it is highly recommended to wait outside in the communal area.

Sinks and urinals will maintain a safe distance between users and will be marked as out of use. A safe 2 m waiting area will be marked outside the toilet.

GENERAL CLEANING

Medium Alert Level:

Cleaning of offices will be maintained as per tenants licence agreements.

All tenants will be issued with a cleaning kit for their individual office to allow wiping down of desks, hard surfaces, keyboards, etc. in accordance with the 'It only takes a minute' guidance in **Appendix 1**. The kits will be replenished as and when necessary by the Telford Innovation Campus, request a top-up via your local reception area.

Waste from waste bins will be emptied daily.

High Alert Level:

As above, PLUS:

High touch point area cleaning (e.g. corridor and toilet door handles, exit push buttons, staircase handrails, etc.) may be re-introduced as per Government guidelines.

Waste from waste bins will be emptied daily. However tenants will need to leave any such waste that needs to be disposed of, in the corridor outside their office upon exit at the end of the day. The plastic bag liner should be removed from the waste bin by the tenant, tied firmly shut and placed in a safe location in the corridor adjacent to the office. Wash / sanitise hands immediately afterwards.

POST AND PARCELS

Medium Alert Level:

Parcels and post will continue to be collected from SA main reception by tenants.

High Alert Level

Parcels and post will continue to be collected from SA main reception by tenants.

MEETING ROOMS

Medium Alert Level:

Meeting room capacities are returned to normal.

Cleaning kits will be provided in each meeting room and we request that all surfaces are wiped before and after use.

Tenants using meeting rooms must keep a detailed list of all users in each meeting to aid with Government Track & Trace procedures in the event of a user being diagnosed with Covid-19.

High Alert Level:

As above, PLUS:

Meeting room capacities will be reduced to adhere to social distancing requirements and government guidance at that time.

Fabric chairs will be replaced with plastic to enable a more thorough clean.

If you have any feedback please forward to health@e-innovationcentre.co.uk

Appendix 1 - Quick Glance Summary of Alert Levels

Item	Alert Level	
	Medium	High
Separate entrance & exit	X	✓
One way systems around buildings	X	✓
Reception screens and distance markers	✓	✓
Face Coverings	High capacity / density areas and moving around common areas	All identified areas as per government guidelines
Lifts in use	✓	Limited to disabled use and goods only
Social distancing	Provide personal space to others	Government guidelines and distances apply
Social distancing / one-way / entrance-exit signage	In place but not active	To be adhered to
Stay away from site if Covid-19 symptoms	✓	✓
Sanitiser at entrance/exit/corridor doors	✓	✓
Toilet Capacity Normal	✓	Reduced as per government guidelines
Meeting room capacity normal	✓	Reduced or removed as per government guidelines
Catering outlet(s) open	✓ as demand makes it viable	Reduced or removed service as per government guidelines
Cleaning kits in offices / meeting rooms	✓	✓
Additional high touch point cleaning	X	✓*
Reporting of Covid cases to site management / Covid-19help@wlv.ac.uk	✓	✓

*as per Government guidelines

Appendix 2 - "It only takes a minute"

A HEALTHY WORKSPACE - IT ONLY TAKES A MINUTE

To ensure that everyone stays safe, please take a minute to clean your workspace BEFORE and AFTER use



HANDS

Sanitise your hands before collecting the cleaning equipment



SPRAY

Cleaning products are available in all the offices, meeting rooms



WAIT

Wait for **at least a minute** once you've sprayed



CLEAN

Thoroughly wipe all areas and surfaces that you intend to use

Before, during and after cleaning and using your desk/work area please ensure that you use the hand sanitiser provided and put any used paper towels / cloths in the bin before leaving

Appendix 3 - Alert Level Signage



Medium Alert - A near, 'business as normal' situation.



High Alert - Various restrictions in place – all directional and distance signage in force.