

New COVID-19 health and safety guidelines for offices and contact centres

```
[et_pb_section fb_built="1" _builder_version="3.0.100"
background_image="http://davidk423.sg-host.com/wp-content/uploads/2017/09/bdbf_final-stages-1-4-1.jpg" custom_padding="|||"
global_module="2165" saved_tabs="all"] [et_pb_row
_builder_version="3.25" custom_padding="|||"] [et_pb_column
type="4_4" _builder_version="3.25" custom_padding="|||"
custom_padding__hover="|||"] [et_pb_text
_builder_version="3.27.4" background_layout="dark"
custom_margin="0px|||" custom_padding="0px|||"]
```

Employment Law News

```
[/et_pb_text][/et_pb_column][/et_pb_row][/et_pb_section] [et_pb
_section fb_built="1" admin_label="section"
_builder_version="3.22.3"] [et_pb_row admin_label="row"
_builder_version="3.25" background_size="initial"
background_position="top_left"
background_repeat="repeat"] [et_pb_column type="4_4"
_builder_version="3.25" custom_padding="|||"
custom_padding__hover="|||"] [et_pb_text
_builder_version="4.2.2" text_orientation="justified"
use_border_color="off"]
```

New COVID-19 health and safety guidelines for offices and contact centres

Following publication of its COVID-19 Recovery Strategy, the Government has published COVID-19 Secure Guidelines setting out the health and safety measures to be adopted in different types of workplaces. In this briefing, we highlight the core objectives for office-based employers. The full guidelines

list the practical steps that employers will usually need to take to achieve these objectives.

Please click on the image below to view the PDF:

```
[/et_pb_text][et_pb_image
src="http://davidk423.sg-host.com/wp-content/uploads/2020/05/Briefing-on-the-COVID-19-Secure-Guidelines-for-Offices-and-Contact-Centres-1.jpg"
url="http://davidk423.sg-host.com/wp-content/uploads/2020/05/Briefing-on-the-COVID-19-Secure-Guidelines-for-Offices-and-Contact-Centres.pdf" align="center" _builder_version="4.2.2"
border_radii="on|1px|1px|1px|1px" border_width_all="1px" border_color_all="#009b9b"][/et_pb_image][et_pb_text
_builder_version="4.2.2" text_orientation="justified" use_border_color="off"]
```

BDBF is currently advising many employers and employees on the challenges presented by the coronavirus. If you or your business needs advice on furlough or other coronavirus-related matter please contact Amanda Steadman (amandasteadman@bdbf.co.uk) or your usual BDBF contact.

```
[/et_pb_text][et_pb_column][et_pb_row][et_pb_section][et_pb_section fb_built="1" _builder_version="3.26.6"]
[et_pb_row _builder_version="3.26.6"]
[et_pb_column type="4_4" _builder_version="3.26.6"][/et_pb_column][et_pb_row][et_pb_section]
```

New COVID-19 health and safety guidelines for offices and contact centres

Following publication of its COVID-19 Recovery Strategy, the Government has published COVID-19 Secure Guidelines setting out the health and safety measures to be adopted in different types of workplaces. In this briefing, we highlight the core objectives for office-based employers. The full guidelines list the practical steps that employers will usually need to take to achieve these objectives.

Introduction

The detailed new [guidelines](#) are designed to provide a practical framework for employers to think about what they need to do to continue, or restart, office or contact centre operations. Each business will need to translate the guidelines into a set of specific actions to take. These actions will, to some extent, turn on the nature, size and type of the business and how it is organised, operated, managed and regulated.

The guidelines highlight that no-one is obliged to work in an unsafe environment. If workers have concerns, they are entitled to raise these with the Health and Safety Executive (**HSE**). The HSE has the power to take a range of actions to improve control of workplace risks, from providing advice to issuing enforcement notices.

The guidelines are non-statutory and supplement binding legal obligations on employers regarding health and safety and employment. Where relevant, they should be considered alongside any additional guidance issued by the devolved administrations in Wales, Scotland and Northern Ireland.

Thinking about and managing risk

- Conduct an assessment of the risks posed by COVID-19 as soon as possible.
- Consult with an employee or trade union health and safety representative about workplace risks.
- Share the results of the risk assessment with the workforce and consider publishing it on your website (and it is stated that all employers with over 50 employees are expected to do this).
- Take action to reduce identified risks to the lowest reasonably practicable level by taking preventative measures in order of priority.
- Display an official [notice](#) in the workplace to demonstrate compliance with these guidelines.

Who should go to work?

- Everyone should work from home, unless they cannot work from home.
- Keep in touch with homeworkers and monitor their wellbeing
- Protect clinically vulnerable and clinically extremely vulnerable workers. If a clinically vulnerable worker cannot work from home (in their role or an alternative role) then they should be offered the safest available role in the workplace.
- Ensure that those who need to self-isolate (or who live with someone who is self-isolating) do not attend work.
- Treat everyone in the workplace equally and be mindful of the particular needs of different groups of workers (e.g. disabled or pregnant workers).