



Beyond the Lockdown

## **OASIS Group, Return to Work Guidance**



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# Introduction

The effects of the COVID-19 pandemic continue to be felt to varying degrees around the world. Governments are modifying and updating guidelines on an almost daily basis. Whilst OASIS Group has continued to operate throughout the COVID-19 pandemic, some OASIS Team Members are starting to re-enter the workforce following the easing of lockdown measures.

As a pan-European organisation OASIS Group have followed, and continue to follow, the guidelines provided by the various governments and we remain committed to minimising the spread of COVID-19.

## Purpose of this document

OASIS Group have developed a clear set of principles and plans regarding COVID-19. This document has been created in order to provide practical guidance to OASIS Team Members, partners, clients and suppliers on OASIS' phased return to the workplace.

As individuals we must ensure we adhere to the measures clearly set out by our local governments and as OASIS Team Members or partners we must continue to work together to reduce the risk to each other. OASIS has created a globally consistent set of policies and standards that are based on public health guidance including local government guidelines and data from the World Health Organisation (WHO).

## Overview

We have conducted extensive risk assessments to determine the safest protocols for Team Members operating across Record Centres and office locations, as well as reviewing risks for our frontline Team Members, such as drivers, who have continued to service clients throughout each phase of the pandemic.

We have identified new working practices that must be adopted by all OASIS Group Team Members, partners, clients and suppliers in order to support our commitment to minimising the spread of COVID-19. These practices will be reviewed regularly, and COVID-19 Controllers have been appointed for each OASIS Group Record Centre and office location.

## COVID-19 Controllers

All Record Centres and office locations across OASIS Group have an appointed COVID-19 Controller. These Team Members are responsible for ensuring that the principles and practices, including; social distancing, welfare, safety and facilities requirements, are being implemented and respected by all Team Members.

The Controllers have been put in place for the benefit of all OASIS Team Members and they have worked with the relevant members of the Crisis Management Team to assess potential risks at their local site. A table of COVID-19 Controllers has been published on the Internal OASIS Group platforms, including the Intranet, as well as locally at each Record Centre or office.

# Working from Home

All working practices and policies have been created in line with government guidelines and public health guidance. The OASIS Group continued guidance is clear, any Team Member with the ability to work from home, and those who are currently working from home, should continue to do so. This guidance will be reviewed throughout the different phases of the pandemic, and following government directive and regulation, however we expect this to remain in place for the foreseeable future.

By working at home, where possible, we limit the number of Team Members at our Record Centres and offices, this is important to ensure our frontline Team Members are able to safely social distance whilst performing their vital roles. Space will therefore be prioritised for Team Members unable to perform their duties from home.

# Returning to Work

For Team Members re-entering the workplace there are strict guidelines in place. The OASIS Group principles ensure that the health, safety and wellbeing of our Team Members, partners, clients and suppliers is at the forefront of every decision we make. Initiating a safe return to work also includes consideration for returning to client locations.

## Team Member Return to Work Principles

We understand that lockdown and COVID-19 in general has been an unsettling time for all OASIS Group Team Members, therefore it is important to us that all Team Members feel comfortable before re-entering the workplace. Below are the principles we use when approving a return to work request:

- » Local government guidance – are there any government restrictions in place that need to be addressed before Team Members return to work?
- » Do Team Members have access to additional training to ensure that the strict guidelines will be followed?
- » Can the Team Member's role be performed from home or is their skillset required in a Record Centre or office facility?

## Return to Work Questionnaire

At least three days prior to a Team Member re-entering an OASIS Record Centre or office they will be required to carry out a return to work questionnaire via telephone with their Line Manager. This questionnaire must be completed for any absence over a five-day period and will give Team Members an opportunity to be advised of any changes to working practices or updated Health & Safety measures in place.

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## Return to Work Discussion

During the call to complete the return to work questionnaire Team Members will have the opportunity to ask questions and raise concerns. Risk assessments have been carried out for each Record Centre and office; Team Members will be advised of site-specific procedures during this call. OASIS Group have also adopted a group wide set of principles and procedures which must be followed at all times.

# OASIS Group COVID Principles

In order to keep our Team Members, partners, clients, suppliers and members of the public safe, and to slow the spread of COVID-19, OASIS Group have adopted best practices which can be found in the 'Containment Methods' section of this document.

As a pan-european operation we are constantly reviewing government and healthcare guidelines across the six European countries in which we operate. Through reviewing and assessing these guidelines against our business processes and procedures we have been able to implement strict safety measures for our Team Members.

At the core of our risk assessment process is the health, safety and wellbeing of our Team Members. Our assessments take into consideration our Team Members working; on the frontline, from home or returning to the workplace.

## Team Member Welfare

Returning to the workplace in these current times can be a considerable stress for all Team Members. It is important that Team Members feel safe within their workplace. If after reading this guidance and/or following a return to work discussion Team Members still feel unsure it is important they speak with their Line Manager, COVID Controller or HR representative.

## OASIS EAP Programme

Team Members are reminded, and encouraged, to take advantage of the OASIS Employee Assistance (EAP) Programme. This dedicated online resource is designed to support Team Member health and wellbeing.

The portal provides confidential access to wellbeing fact sheets, videos, self-help programmes, interactive tools and educational resources. The portal does not replace the support available through HR, COVID Controllers and Line Managers.

# Containment Methods

## Overall Dos and Don'ts



Wash your hands  
frequently



Handle essential  
items only



Practice social  
distancing (2metres)



Bring lunch to  
work



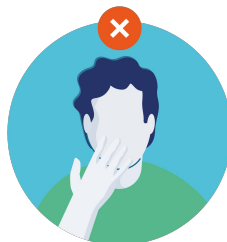
Stay home if you  
have symptoms



Keep objects  
clean



Avoid other  
people



Don't touch  
your face



Practice social  
distancing



Don't ignore  
symptoms



Stay home if  
you are sick



Don't lift  
share

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## Frequent Handwashing

The most likely source of infection is touching a contaminated surface and then touching your mouth or nose. Please be cautious throughout the day.



## Face Masks Usage

To ensure Team Members are familiar with the correct use of PPE, video and written tutorials have been produced. Team Members will find these on the OASIS Group COVID specific Intranet site, they can also be requested from their Line Manager or COVID-19 Controller



## Social Distancing

Social Distancing is a vital measure in the fight against COVID-19 and as such should be adhered to in all Record Centres and places of business, both in OASIS and at client locations. OASIS Group have taken the decision to adopt a 2 metre minimum social distancing guideline across the group. This will be updated should local governments advise a further distance is required to minimise the spread of COVID-19.



## Temperature Checks (ROI Only)

In conjunction with the Irish Governments Return to Work Protocol temperature checks have been implemented in OASIS Record Centres and offices in the Republic of Ireland.



## Traveling to and from Work

Walking or cycling are encouraged where possible (observing social distancing guidelines) and single occupancy car journeys.



Team Members are encouraged not to car share. If car sharing is the better option occupants should be limited to two (in a typical sized car), with passenger sitting diagonally opposite to the driver and with windows open. Care should be taken to wash hands immediately before and after your journeys. The same guidance applies to the use of taxis.

If public transport is the only option available, Team Members should consider planning their journey to travel during “off peak” times or use a less busy route. They must ensure they can use contactless payment methods, if possible. Team Members must ensure they observe local social distancing requirements, if they can use a face covering, they should do so and take care to properly wash their hands both before and after the use of public transport.

## Reception Areas

We have taken into consideration the likely high levels of traffic in reception areas (including car parking area) a number of procedures have been put in place to mitigate this risk. Site specific assessments will be provided during the 'Return to Work Discussion' some of the new procedures Team Members can expect to see are;

- » Clear signage and instructions for site specific risk management
- » Where possible a separate door for entry and exit points will be in use, to allow for the reduction of Team Members, visitors using the same areas or too much traffic at the same time
- » Modified controls for signing in/out for fire safety log etc, avoiding the use of shared pens, signing in sheets, time recording equipment, PAC (programmable Automation Controller) systems and other security devices
- » Separate Hand washing/sanitising facilities for any visitors arriving and leaving the site.

## Deliveries

Throughout each stage of the COVID-19 pandemic OASIS Group have worked with clients to ensure single points of delivery and collection. OASIS Group Team Members are empowered to speak up when they have safety concerns, this is the same process we had in place pre-COVID-19.

If a Team Member has any safety concerns when delivering items to clients, they must contact their Line Manager and/or Client Care as soon as possible.

- » Delivery and collection vehicles can only have one driver within them, where additional Team Members/operatives are required for large projects minibuses are hired with staggered seating and 1 occupant per row within the minibus
- » Our 'no-signature' policy for collections and deliveries remains in place - we are no longer asking clients to handle our hand-held devices for signature. Instead our Team Members are logging the name of the authorised individual accepting the delivery.
- » Deliveries to Record Centres - Any person making a delivery to an OASIS Record Centre must maintain social distancing regulations and no person should enter the building.



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## Visitors

- » All nonessential visits continue to be avoided or stopped where possible
- » All Team Members will be advised in advance of visitors to site and their proposed areas of work within the facility.
- » All visits must to be approved by the Record Centre Management and/or COVID-19 Controller in advance.
- » All visitors are to complete a COVID-19 Questionnaire prior to their proposed visit date/s, allowing the COVID-19 Controller 72hrs to review and authorise or refuse access to the facility.

## Contractors

- » All contractor visits must be pre-booked with a minimum of 3-days (working) notice unless in case of emergency. Only one contractor per day/on-site at any one time unless multiple disciplines are required to complete the job.
- » In all cases contractors are to complete a “permit to work” and be inducted and advised of the alternative Record Centre or office arrangements for social distancing, welfare, safety and health and have to comply with these at all times.
- » All Team Members will be advised of a contractor visit and the areas where their work is to be completed. Where possible those areas will be restricted while the task/job is being completed, Team Members will be notified when the work has been completed and the area is now safe and available to use.

## Common Areas

All Common Areas throughout Record Centres and offices have been risk assessed and Team Members will receive site specific inductions. Group wide guidelines are also in place to ensure best practice social distancing and basic containment methods are adhered to at all times.

- » Where necessary each Team Member will be allocated an individual locker or storage solution to store their own items such as utensils.
- » Canteen areas will be arranged to enable Team Members to adhere to social distancing guidelines and posters are on display to show the number of people allowed in a room at one time.
- » Toilet areas are clearly marked with updated guidance and are limited to one person at a time.



# Client Facing Situations

Client meetings and audits will continue to be held as virtual meetings / calls, or where necessary at the client's or neutral premises to maintain social distancing. For client audits requiring use of OASIS premises a strict process has been put in place. Following the request from a client for access to a viewing room or OASIS site local Operations Directors / COVID Controllers will assess the visit for associated risks.

Clients will be inducted and advised of the new Record Centre arrangements for social distancing, welfare, safety and health and they are informed that they have to comply with these at all times.

- » All Team Members will be advised of a client's visit to the site where they work and the areas where the client will be visiting. For item inspections, the room/area will be suitable for the occupants operating within that environment and no more than 2 client representatives will be allowed on-site during any visit or item inspection.
- » The inspection room/area will be suitable to allow for the client interaction with the OASIS Team Members servicing the items to and from the room/area making sure the operative can work in the environment. If this cannot be achieved arrangements will be made so that the client is off site during the exchange/change over or a suitable room/area is provided for the client to wait while this task is carried out.
- » The room/area will be assessed prior to confirming each site visit and where possible viewing areas will be provided in the local vicinity of toilets. Like Team Members, clients will be encouraged to not leave the Record Centre during breaks and to bring lunch to site or this will be provided by OASIS to avoid them having to leave site unnecessarily and minimise the threat of spread within the local area. Where possible and safe to do so, separate tea and coffee making equipment will be provided within the room/area.
- » The room/area must be stocked with sufficient hand sanitizer and wipes to allow the client to maintain hand hygiene and to clean any equipment they use during their visit.
- » OASIS have additional procedures in place for the cleaning of the area/room and any equipment used by the client during their visit.
- » To fulfill the additional health, safety and welfare requirements of COVID-19 the usual (non COVID-19) protocols must not be compromised.

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