



THINK INSIDE COVID-19 BUSINESS CONTINUITY APPENDIX

APRIL 2020

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EXECUTIVE SUMMARY



INTRODUCTION

The purpose of this document and the outline business assessment is to help ensure that:

1. Our identified project cycle, capturing all aspects of project execution are safe and free from risks to health including the COVID-19 virus
2. All significant hazards and associated risks have been identified and eliminated or reduced to the lowest level practicable
3. All applicable health & safety legislation is considered and complied with. If needed, the required level of proof and evidence of compliance can be demonstrated operationally and 'on paper'.
4. It supports working towards understanding and clarity of ownership of health and safety matters in the working environment by the various parties and stakeholders including Think Inside clients, project partners, sub-contractors, sub consultants and Landlords
5. Assists in providing guidance on how the necessary level of compliance will be achieved
6. It helps support ongoing consistent high standards of health and safety in the workplace

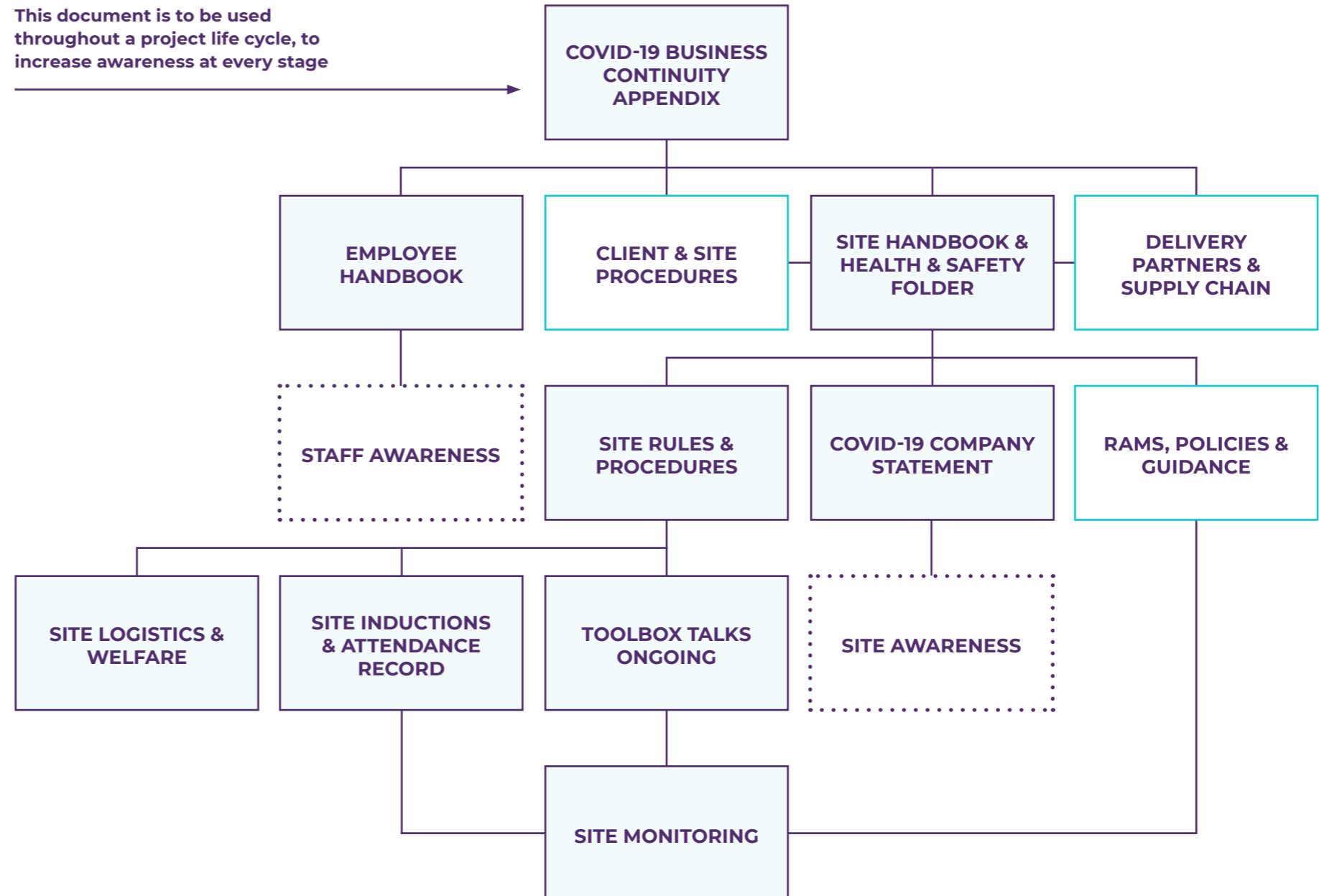
The objective of this process:

To support the provision of a safe project cycle that complies with all applicable legislation and associated COVID-19 guidance issued by HM Government.

This document is an appendix to Think Inside's Health & Safety Procedures & Documentation



This document is to be used throughout a project life cycle, to increase awareness at every stage





INITIAL BRIEF



GATHERING INFORMATION FROM AN INITIAL ENQUIRY ALLOWING US TO PROVIDE OUR CLIENTS WITH AN ENGAGING RESPONSE WITH THE OBJECTIVE OF SECURING A PROJECT

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Initial enquiry	Opening dialogue with a potential client regarding a fit out opportunity	Physical contact if meeting is face to face Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff	Enquiries by email Enquiries by telephone Face to face meetings via video conferencing platform
Understanding a client's requirements	Meeting with a client to understand their fit out requirements and aspirations	Physical contact if meeting is face to face Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff	Face to face meetings via video conferencing platform
Providing advice on real estate	Undertaking building tours	Physical/close contact Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff Building occupiers General public	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced staff attendance Think Inside staff background checks Landlord building questionnaire Assessment of building management control measures PPE: - FFP3 respiratory mask - Gloves Abide by social distancing guidelines following the latest Government guidelines
	Providing general arrangement test fits	Physical contact within an office environment Non-physical contact Contact with contaminated surfaces	Think Inside staff	Think Inside staff to complete this task whilst working from home Documents to be issued electronically
Generating ideas and solutions	Collaborating internally to form the basis of an interior design scheme	Physical contact within an office environment Non-physical contact Contact with contaminated surfaces	Think Inside staff	Team meeting via video conferencing platform
	Gathering samples to form a material palette	Coming in to contact with contaminated goods	Think Inside staff	Update suppliers on our cleaning requirements Clean items when received Use imagery where possible
	Work-shopping our ideas with clients	Physical/close contact Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff	Face to face meetings via video conferencing platform Meetings via telephone



INITIAL BRIEF *CONTINUED*



GATHERING INFORMATION FROM AN INITIAL ENQUIRY ALLOWING US TO PROVIDE OUR CLIENTS WITH AN ENGAGING RESPONSE WITH THE OBJECTIVE OF SECURING A PROJECT

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Generating ideas and solutions	Meeting with our delivery partners to understand the buildings intricacies and challenges	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Building occupiers General public	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced attendance Think Inside staff background checks Review of delivery partners safe systems of work Landlord building questionnaire Assessment of building management control measures The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines Use O&M and as built information as far as reasonably practicable
	Client furniture tours	Physical/close contact Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff Think Inside delivery partners Building occupiers General public	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced attendance Think Inside staff background checks Review of delivery partners safe systems of work The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines Effectively use imagery and sample materials to negate a furniture tour
Finding a tailored commercial approach	Meeting with a client to understand budget considerations	Physical/close contact Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff	Team meeting via video conferencing platform Effective email correspondence
	Engaging with our delivery partners to provide budget costs and value engineering opportunities	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners	Team meeting via video conferencing platform Effective email correspondence
Securing the project	Presenting our interpretation of the brief face to face	Physical/close contact Non-physical contact Contact with contaminated surfaces	Potential clients Think Inside staff	Presentations to be shared electronically Presentation to be delivered via video conferencing platform

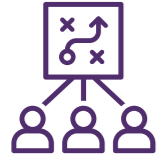


PROJECT PLANNING



PROGRESSION OF DESIGN, COSTINGS AND PROGRAMME TO FORM A CONTRACTUAL AGREEMENT TO ALLOW THE PROJECT TO COMMENCE ON SITE

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Providing a detailed Project programme	Compiling a detailed programme of pre-construction activities	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff	Think Inside staff to complete this task whilst working from home Documents to be issued electronically
Producing a working set of contractors proposal drawings and schedules	Producing a set of drawings	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff	Think Inside staff to complete this task whilst working from home Documents to be issued electronically
	Producing FF&E, finishes and furniture schedules	Physical/close contact Contact with contaminated surfaces	Think Inside staff	Think Inside staff to complete this task whilst working from home Documents to be installed electronically
Producing a fully costed scope of works	Meeting with delivery partners to understand the cost of the project	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners	Face to face meetings via video conferencing platform
	Consolidating costs into a document known as a contract sum analysis	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff	Think Inside staff to complete this task whilst working from home Documents to be issued electronically
Ensuring proposals are compliant	Approved Inspector site visit	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Approved Inspector/ District Surveyor Building occupiers	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced staff attendance Think Inside staff background checks Landlord building questionnaire Assessment of building management control measures The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines
	Approved Inspector plan check	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Approved Inspector/ District Surveyor	Information to be issued electronically to and approved inspector/district surveyor Comments to be exchange via email or video conferencing platform



PROJECT PLANNING *CONTINUED*



PROGRESSION OF DESIGN, COSTINGS AND PROGRAMME TO FORM A CONTRACTUAL AGREEMENT TO ALLOW THE PROJECT TO COMMENCE ON SITE

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Ensuring the client understands their project	Presenting contract documentation for review	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think inside client Building occupiers	Documentation issued electronically Review meeting to take place via video conferencing platform
Completing License to Alter documentation	Producing License to Alter information	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff	Think Inside staff to complete this task whilst working from home
	Issuing license to Alter documentation	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Landlord	Documentation to be issued electronically
Going into contract	Signing of contract	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside client	Hard copy documents to be couriered by reputable service provider abiding by the Governments latest guidance Option to sign documents electronically



DELIVERY PREPARATION



A SERIES OF ACTIVITIES WHICH ALLOW US TO ENSURE WE ARE FULLY PREPARED TO COMMENCE WORKS ON SITE

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Understanding the building's services	Site Surveys	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Building occupiers	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced attendance Think Inside staff background checks Review of delivery partners safe systems of work Landlord building questionnaire Assessment of building management control measures PPE: - FFP3 mask - Gloves Abide by social distancing and latest Government guidelines Use O&M and as built information as far as reasonably practicable
	Validation of services	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Building occupiers	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced attendance Think Inside staff background checks Review of delivery partners safe systems of work Landlord building questionnaire Assessment of building management control measures PPE: - FFP3 mask - Gloves Abide by social distancing and latest Government guidelines
Forming a relationship with the building team	Pre-start meeting with Landlord/building management team	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Building management team Building occupiers	Face to face meetings via video conferencing platform Documentation to be issued electronically



DELIVERY PREPARATION *CONTINUED*



A SERIES OF ACTIVITIES WHICH ALLOW US TO ENSURE WE ARE FULLY PREPARED TO COMMENCE WORKS ON SITE

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Providing a detailed programme of works	Preparing a detailed construction programme	Physical/close contact Non-physical contact Contact with contaminated surfaces Extended project delivery	Think Inside staff Think Inside delivery partners	Applying a 72hr down period before works commence on site Additional time to be allocated to implement site set up and additional COVID-19 control measures Additional time to be allocated to allow works to be undertaken safely in conjunction with the Government's latest guidelines Staggering of trades by splitting shifts Applying a 72hr down period before client occupation
Understanding how to work within the building	Preparing a detailed logistics plan	Physical/close contact Non-physical contact Contact with contaminated surfaces Extended delivery period	Think Inside staff Think Inside delivery partners Building occupiers	Collaborating with building management teams to provide a segregated access route through the building reducing contact with building occupiers Providing larger walkways throughout the site to aid with social distancing Providing mobile wash stations to improve hygiene standards Providing segregated WC facilities for the sole use of site staff and visitors Providing more/larger on-site facilities to aid with operative distancing Using the latest technology at our site entrances to identify potential site staff COVID-19 symptoms Additional signage to enforce additional COVID-19 measures to aid with safe systems of work and hygiene Providing on-site parking where possible
Issuing a project health and safety file	Preparing a health and safety file to include: - Project directory - Construction phase plan - Site inductions - Sub-Contractor RAMS	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors Building occupiers	Additional COVID-19 health and safety appendix covering the following: - Specific site rule changes - Updated Think Inside risk assessment and method statements - Stringent review of delivery partner risk assessment and method statements - Updated construction phase plan to incorporate COVID-19 measures - Updated site inductions to include COVID-19 measures - Cleaning schedule - PPE register
Providing a secure, efficient and safe site set up ready for construction works to commence	Setting up of site entrance	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors Building occupiers	Additional signage to display COVID-19 risks and control measures Markings to be applied to the floor at 2m increments to aid with social distancing Additional sanitisation products in place for personal use Hand wash station to be located at site entrance Thermographic fever screening technology to be located at site entrance COVID-19 control measures to be displayed on site notice board Waste bins to be provided for the disposal of single use PPE



DELIVERY PREPARATION *CONTINUED*



A SERIES OF ACTIVITIES WHICH ALLOW US TO ENSURE WE ARE FULLY PREPARED TO COMMENCE WORKS ON SITE

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Providing a secure, efficient and safe site set up ready for construction works to commence	Forming a site office	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors	Site office access to be restricted for site operatives Site office only to be used by Think Inside construction manager Additional sanitisation products in place for personal use
	Forming a site meeting room	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors	Meeting room to be sized correctly allowing users to remain 2m apart Additional sanitisation products in place for personal use Increase ventilation if possible Meetings to take place using video conferencing platform where possible
	Setting out of site walk ways	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors	Site walkways to be at least 3m wide where possible
	Providing site welfare facilities	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think inside staff Site operatives	Additional tables with a reduced number of chairs to be provided Chairs to be positioned 2m apart Tea and coffee making facilities to be removed Refrigeration facilities to be removed
	Designating WC facilities	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors	WC facilities to be provided for the sole use of Think Inside staff, site operatives and visitors only Hand dryers to be removed, where possible/signage displayed prohibiting use Hand towel dispensers to be provided Additional sanitisation products in place for personal use Cubicles only to be utilised, use of urinals not permitted



CONSTRUCTION PHASE



COMING TOGETHER WITH OUR DELIVERY PARTNERS TO BUILD THE SCHEME

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Travelling to site	Using various forms of transport to travel to site	Physical/close contact Non-physical contact Contact with contaminated surfaces Putting strain on essential travel links	Think Inside staff Think Inside delivery partners Site operatives Site visitors	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Travel in isolation where possible Abide by social distancing and latest Government guidelines Avoid where possible travelling at peak times of the day Think Inside to provide on site parking where possible
Signing in/out	Passing through building communal areas	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors Building occupiers Building management staff	Staggered starting times to avoid an influx of site operatives at peak times and high numbers of building occupiers Wash hands prior to entering building or use hand sanitiser Use designated access route where possible Avoid unnecessary contact with hand rails, access control/lift functions and door hands Wash hands prior to signing in Wash hands prior to leaving site and exiting the building Each staff member, operative and visitor to be scanned by Fever screening camera
	Registering attendance	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors	Staggered starting times avoid an influx of site operatives at peak times Sub-contractor supervisors to register their teams individual attendance by email sent to the site manager Sub-contractor supervisors to register their teams leaving times by email sent to the site manager
Wearing the appropriate clothing	Changing into/out of work wear	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners	Think Inside to provide a designated changing area Operatives to wash hands prior entering changing area Operatives to store clothes and belongings in their own bag in a designated area Operatives to remain 2m apart from each other Increased cleaning regime within changing area Operatives to avoid changing on site where possible
	Applying the correct PPE	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	Think Inside to provide one set of basic PPE per operative Operatives to maintain their own PPE for use by themselves each day Under no circumstances is PPE to be shared by operatives Operatives to wash their hands prior to putting on PPE The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Single use masks and gloves to be disposed of in a designated labelled bin Faulty or contaminated PPE to be disposed of in a designated Labelled bin Think Inside to provide visitors with all PPE inclusive of masks and gloves Visitor PPE to be disposed of once used in a designated labelled bin Continued review of PPE requirements



CONSTRUCTION PHASE *CONTINUED*



COMING TOGETHER WITH OUR DELIVERY PARTNERS TO BUILD THE SCHEME

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Using WC facilities	Taking a toilet break	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	Only the use of designated WC facilities permitted Hands to be washed prior to entering the WC facilities Use of hand dryers prohibited Think Inside to provide suitable waste bins for the disposal of hand towels Hands to be washed before leaving the WC facilities User to clean surfaces with sanitisation products before leaving facilities Increased cleaning regime 2m distancing to be observed
	Washing	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Site operatives	Only the use of designated WC facilities permitted Hands to be washed prior to entering the WC facilities Avoid the use of hand dryers Think Inside to provide suitable waste bins for the disposal of hand towels User to clean surfaces with sanitisation products before leaving facilities Hands to be washed before leaving the WC facilities Increased cleaning regime 2m distancing to be observed
Taking rest and eating breaks	Site staff using welfare facilities to take a break	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Site operatives	Staggering of break times Bins to be emptied more frequently Increased cleaning regime Surfaces to be cleaned before and after use
	Eating and drinking	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Site operatives	Staggering of break times Only food and drink brought in from home to be consumed Under no circumstances is food or drink to be prepared on site 2m distancing to be observed Water to be consumed from a personal water bottle only Bins to be emptied more frequently Increased cleaning regime Surfaces to be cleaned once used
Completion of construction works	Sub-contractors completing works in accordance with site/task specific RAMS	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Site visitors	Stringent review of sub-contractor's RAMS and COVID-19 control measures Constant review of sub-contractor's safe systems of work Programming of tasks to reduce operative crossover Staggered shift pattern to optimise productivity and reduce numbers of operatives on site at any given time The following additional PPE is to be worn by operatives at all times as a minimum - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines



CONSTRUCTION PHASE *CONTINUED*



COMING TOGETHER WITH OUT DELIVERY PARTNERS TO BUILD THE SCHEME

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Dealing with deliveries and pick ups	Delivery of materials/ tools	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Building occupiers	<ul style="list-style-type: none"> Consolidate deliveries as far as reasonably practicable to reduce amount of deliveries Vehicle drivers to remain within vehicle at all times Provide a physical barrier to maintain a 2m distance between the delivery and general public If applicable review loading bay COVID-19 measures The following additional PPE is to be worn by operatives at all times as a minimum <ul style="list-style-type: none"> - FFP3 respiratory mask - Gloves Size of loads to be assessed and reduced where possible to aid in operative distancing Operatives to wash hands before and after deliveries Abide by social distancing and latest Government guidelines Review of Contractor's/vendor's COVID-19 RAMS
	Removal of waste	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site operatives Building occupiers	<ul style="list-style-type: none"> Consolidate waste as far as reasonably practicable to reduce amount of deliveries Vehicle drivers to remain within vehicle at all times Provide a physical barrier to maintain a 2m distance between the delivery and general public If applicable review loading bay COVID-19 control measures Review of waste removal contractor's control measures The following additional PPE is to be worn by operatives at all times as a minimum <ul style="list-style-type: none"> - FFP3 respiratory mask - Gloves Size of loads to be assessed and reduced where possible to aid in operative distancing Operatives to wash hands before and after waste removal Abide by social distancing and latest Government guidelines
Project updates	Client/client representative progress meetings	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	<ul style="list-style-type: none"> Meetings to take place via video conferencing platform where practical Meetings to be facilitated if the following control measures are implemented -The following additional PPE is to be worn by operatives at all times as a minimum: <ul style="list-style-type: none"> - FFP3 respiratory mask - Gloves - Visitor circumstances and background health check undertaken - Reduced number of visitors where possible - Visitors abide by social distancing and latest Government guidelines - Visitors follow Government hygiene guidelines - Think Inside site rules are followed - Meetings are arranged to take place outside of peak times



CONSTRUCTION PHASE *CONTINUED*



COMING TOGETHER WITH OUT DELIVERY PARTNERS TO BUILD THE SCHEME

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Project updates	Commercial valuations	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	Meetings to take place via video conferencing platform where practical Visits to be facilitated if the following control measures are implemented - The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves - Visitor circumstances and background health check undertaken - Reduced number of visitors where possible - Visitors abide by social distancing and latest Government guidelines - Visitors follow Government hygiene guidelines - Think Inside site rules are followed - Meetings are arranged to take place outside of peak times
	Sub-contractor weekly meetings	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	Meetings to take place via video conferencing platform where practical Meetings to be facilitated if the following control measures are implemented -The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves - Visitor circumstances and background health check undertaken - Reduced number of visitors where possible - Visitors abide by social distancing and latest Government guidelines - Visitors follow Government hygiene guidelines - Think Inside site rules are followed - Meetings are arranged to take place outside of peak times - Visitors to provide their own COVID-19 Risk assessments for review by Think Inside
	Health and safety consultant assessments	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	Meetings to take place via video conferencing platform where practical Assessments to be facilitated if the following control measures are implemented - The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves - Visitor circumstances and background health check undertaken - Reduced number of visitors where possible - Visitors abide by social distancing and latest Government guidelines - Visitors follow Government hygiene guidelines - Think Inside site rules are followed - Assessments are arranged to take place outside of peak times - Visitors to provide their own COVID-19 risk assessment for review by Think Inside



CONSTRUCTION PHASE *CONTINUED*



COMING TOGETHER WITH OUR DELIVERY PARTNERS TO BUILD THE SCHEME

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Project updates	Approved inspector assessments	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Site visitors	Meetings to take place via video conferencing platform where practical Assessments to be facilitated if the following control measures are implemented - The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves - Visitor circumstances and background health check undertaken - Reduced number of visitors where possible - Visitors abide by social distancing and latest Government guidelines - Visitors follow Government hygiene guidelines - Think Inside site rules are followed - Assessments are arranged to take place outside of peak times - Visitors to provide their own COVID-19 risk assessment for review by Think Inside



PROJECT HANDOVER & AFTERCARE



HANDING OVER A COMPLETED PROJECT AND PROVIDING SUPPORT WITH ISSUES AND ADDITIONAL REQUESTS

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Signing the project off as compliant	Final inspection by building control	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Approved Inspector/ district surveyor Building occupiers	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced staff attendance Think Inside staff background checks Landlord building questionnaire The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines
Providing a comprehensive snag list	Internally assessing the level of finish and identifying any snags/defects	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced staff attendance Think Inside staff background checks Landlord building questionnaire The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines
	Client team survey of finish and identifying any snags/defects	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside client Building occupiers	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced staff attendance Think Inside staff background checks Landlord building questionnaire The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines Snagging document to be issued electronically



PROJECT HANDOVER & AFTERCARE *CONTINUED*



HANDING OVER A COMPLETED PROJECT AND PROVIDING SUPPORT WITH ISSUES AND ADDITIONAL REQUESTS

OBJECTIVES	TASKS	RISKS	WHO IS AT RISK?	CONTROL MEASURES
Achieving practical completion	Compiling O&M file for issue	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside client	Think Inside staff to complete this task whilst working from home Documents to be issued electronically Hard copy documents to be couriered by reputable service provider abiding by the Governments latest guidance
	Issuing a practical completion certificate for signing of the client	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside client	Practical completion certificate to be issued electronically Certificate to be signed electronically
Completion of snagging	Sub-contractors attend to complete snagging works from a pre-agreed list	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside delivery partners Building occupiers	Stringent review of sub-contractors RAMS and COVID-19 control measures Constant review of sub-contractors safe systems of work Programming of tasks to reduce operative crossover Staggered shift pattern to optimise productivity and reduce numbers of operatives on site at any given time The following additional PPE is to be worn by operatives at all times as a minimum - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines
Client Occupation	Final inspection of works	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside staff Think Inside client Building occupiers	Use of alternative safe modes of transport: - Personal motor vehicle - Bicycle - Walking Reduced staff attendance Think Inside staff background checks Landlord building questionnaire The following additional PPE is to be worn by operatives at all times as a minimum: - FFP3 respiratory mask - Gloves Abide by social distancing and latest Government guidelines
	Client takes physical occupation of the space	Physical/close contact Non-physical contact Contact with contaminated surfaces	Think Inside client	Required down period of 72hrs post completion of work



THANK YOU
