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# RETURNING TO **BUILDINGS** FOLLOWING THE COVID-19 **LOCKDOWN**

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## *GUIDANCE TO FACILITIES TEAMS*

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*This document is intended as a guidance note to enable the safe re-occupation of buildings following the Covid-19 outbreak. It is aimed at persons running/maintaining buildings and utilises the current advice from expert sources*

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# Guidance to facilities teams

## Introduction

This document is meant as a guidance document and an offer of services provided by Sherwoods to our clients to enable safe and considered re-opening of building from Facilities management teams and similar persons.

The information collated here has been produced on the best current guidance from CIBSE, BESA, REFCOM, SFG20, SFG30. In addition, sections of the document have been written by our in-house team.

The document is split into three sections. The first covers items that should be considered for reactivation of the building which you can complete in-house, the second contains services that we offer. In the second section there may well be items that you can complete in-house and as such we are offering our service to include as many or as few of the items that you wish. This final point will be expanded upon in the final section, pricing.

## Advice to consider when reactivating a building

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This section relates to the considerations that should be considered when re-opening your buildings following the Covid-19 Pandemic lockdown that do not directly relate to the building fabric, mechanical and electrical systems. Most of the items below you will be able to complete in-house, where required, however, if you want assistance with any of them, we would be happy to help.

As businesses start to consider bringing staff back into work premises, several issues need to be considered for the safety of everyone entering the building. You will need to create a plan and scope of work required before a building that has been vacated for weeks or months can be safely re-occupied.

At this time new working practices will need to be considered to accommodate specific guidance on minimising the risk of viral transmission. Tasks which were previously considered low risk, with straightforward methods of working, may now present new risks and new ways of completing tasks may need to be planned.

The planning must include all necessary risk assessments which should be completed and recorded. We are happy to help with this process if you wish. The risk assessment must identify which activities may involve additional health risks in the current circumstances and establish how to avoid or minimise such risks.

It is highly likely that a pre-occupancy inspection will be needed in order to inform and define the extent, timing and order of maintenance and cleaning activities and new cleaning regimes which will need to be put in place. This is a service that we provide, please see the pricing section for further information.

## Cleaning

### Before occupation

Review your cleaning specification:

Cleaning benchmarking firms are recommending a move from visual standards of cleanliness to hygienic standards.

This involves an increased focus on high intensity touchpoints such as door furniture (push plates, handles); wall furniture (light switches, sockets); IT equipment; sanitary ware; kitchen appliances; vending machines etc to ensure those spaces are cleaned more regularly and to a higher level than before.

You should review specifications, around the type of chemicals being used and the frequency and focus of cleaning.

Before occupation you should conduct a thorough deep clean of the whole facility

Also, you should consider stocking up on cleaning products and consumables and make sure they're easily accessible on each floor

### During occupation

Make cleaning visible on site through continuous day-time cleaning. Not only will this ensure that a building is cleaner, it will reassure occupants.

It is recommended that you conduct regular deep cleans at weekends or other periods of non-occupancy.

It may be useful to install signage to show when an area was last cleaned giving cleaning staff a visual record and occupants' confidence in the cleanliness of the working environment

Although meetings should be avoided if they do occur then you must ensure all meeting rooms are cleaned after every use.

Within the office environment self-cleaning packs can be made available on every desk to allow people to wipe down their own spaces

It is strongly recommended to introduce hand-sanitisers at key points in the building, including lifts where people will need to touch buttons and especially upon entry/exit.

## Meetings

Meetings of more than two persons should be avoided, this can be achieved via technology, Zoom or Microsoft Team. If they are unavoidable then some thought should be given to them.

It is better to use large open spaces, such as atriums or even outside, for large meetings with the appropriate social distancing measures.

It would be a positive to encourage walk and talk meetings outside where possible, the lack of containment will limit risk.

It is strongly advised the you reconfigure meeting rooms to support social distancing. Reduce the number of chairs by half and position tables accordingly. As a part of this please ensure that you

change the room-booking system to reflect the reduced capacity spaces.

Install signage requesting people not to move the furniture and explaining how to use the space safely. Signage should detail how many people can use the room at any one time.

## Welcoming visitors

Thousands of visitors enter corporate premises around the country every day. It's likely that visitor numbers will be severely reduced in the immediate return to offices, but before people return to the office, workplace professionals should consider the process of welcoming external people into their building and ensure it's safe and secure for everyone.

While we typically think of a visitor as someone coming for a meeting, visitors could include engineers coming to fix a fault or couriers delivering packages.

Design a new visitor journey through the building. This should include manned reception areas to welcome visitors and explain the new procedures. Along with hygiene stations and correct social distancing markings.

In order to protect the reception staff clear sound admitting barriers should be installed between the visitor area and the staff area. The supply and installation of these barriers is a service that we can offer to you.

You should implement a contactless signing-in procedure. For both visitors and package delivery.

Seating in the reception area should be reduced and the spacing should be maximised.

Remove all non-essential items from meeting rooms such as notepads, pens, flipcharts, and markers, flowers and sweets.

During this period reduced meeting room hospitality should be offered. Self-service items and disposable cups and plates should be used.

You should provide personal protective equipment (PPE) including face masks and gloves if your risk assessment calls for it.

Ensure the key touchpoints within a meeting room are thoroughly cleaned between meetings including the table, armrests, AV equipment including keyboards, remote controls and telephones, light switches and any PPE containers

## Desking

In order to achieve social distancing in the office environment people should occupy alternate desks. The 'middle' desk can be taken out of action by removing the chair and/or the equipment. Removing chairs and requesting that chairs are not moved from positions will help.

If space is at a premium, desks can be moved further apart with some of the desks being removed. Alternative might be to place surplus furniture put into storage so that the floor can be reconfigured to support social distancing.

Stop any hot-desking policy that is in place and temporarily introducing a fixed-desk approach.

On bench desking, consider creating physical barriers, stickers / signage to indicate the social distancing rules. Sherwoods offers a physical barrier system to achieve this, please contact us for more information if you want further information.

## **Break-out furniture / soft seating**

It is advised that break-out furniture is reduced to ensure people can still maintain social distancing. It is also recommended that soft seating such as sofas are removed completely as social distancing would be impossible to maintain. The layout of these areas will also have to be assessed and adjusted. People will no longer be able to sit close together at desks, in meeting rooms or in the staff restaurant.

## **People flow**

It is advised that signage and barriers are used to instigate a single direction flow around a building so that people only pass in open spaces and to indicate the required spacing that should be maintained. The use of the stairs should be preferred to reduce pressure on the lifts. If possible, one staircase for upwards travel and one for downwards.

It is imperative that you install strict lift occupancy levels of typically 1-2 (only if social distancing can be maintained) people per lift. This needs to be managed and enforced.

Open-up additional building entrances and exits (staff only, entry control systems should be installed to maintain security, Sherwoods can help with this) to ensure there's no congestion or unnecessary queuing in the main entrance.

## **Front-of-house and security**

The front-of-house experience will set the tone for the rest of the building. If social distancing is sloppy in the reception area, then it is less likely that people will adhere to requirements elsewhere. Use the front-of-house area to demonstrate how seriously the organisation takes the safety and wellbeing of its occupants. This will promote confidence at every level of the business.

An occupancy maximum for your building should be considered. Counters on main entrances and exits to maintain a set occupancy rate should be installed, this is something that we can help with.

It is advisable that all non-essential items from reception areas such as newspapers, magazines, brochures and sweets are removed. Also, guest hospitality in reception should be removed or at least reduced, the use of disposable cups/bottles is recommended.

A process for disinfecting deliveries should be considered.

A policy to support social distancing among smokers should be created. If there's a smoking area, it should support social distancing and have a maximum occupancy.

## Washrooms

In addition to an enhanced cleaning regime, there may need to be other changes made to washrooms to promote social distancing and hygiene.

Placing out of action alternate urinals and basins to avoid people standing next to one another. You should ensure any drying methods are contactless, such as hand-dryers or paper towel dispensers, Sherwoods are able to assist with supply and installation of equipment for either of these methods.

You should switch to contactless sanitary bins and contactless hand-sanitiser units should be installed by every sink, Sherwoods are able to assist with supply and installation of these.

It is also strongly advised that the use of toilet flushes is utilised with the seat in the down position. This limits the spread of the aerosol of the fluid in the bowl, this reduces Legionella risk (for toilets not used for a long period). Further to this there is air contained within the u-bend of the toilet system which maybe, along with its contaminants, be expelled upon flushing (this has been highlighted by some sources, the actual risk is not known. However, it may be of benefit to limit the amount of particulate inhaled from a toilet even if it does not contain Covid-19 as it does contain other things that shouldn't be inhaled)

## Staff restaurants, vending and hospitality

As places where people congregate to chat, collaborate and eat food, staff restaurants are potentially high-risk environments and must be managed carefully to reduce the risk of virus transmission.

## Crowd management

It is advisable to introduce lunch-time shifts to decrease the number of people in the area at any one time. If there is a restaurant on-site the it is a good idea to initiate an order-in-advance/ takeaway policy.

A consideration should be made to removing the option to sit down and introduce takeaway only.

The occupancy should be reduced by half the number of chairs and tables in the restaurant to allow for safe social distancing. Use barriers and graphics on the floor to provide a safe queuing system with adequate spacing. Demarcate specific areas in the restaurant for queuing, choosing, collecting, eating. A key point is to ensure there is good signage throughout the space explaining what people should and shouldn't do.

## Hygienic practices

It is recommended as with retail outlets to reduce contact by making staff restaurants cashless. It is strongly recommended to install transparent sneeze screens at tills to protect cashiers, Sherwoods can supply and install these for you. Ensure self-serve options and salad bars are removed and ensure packaged food is the primary product.

A cleaning team constantly working in the staff restaurant at peak times to increase safety and provide reassurance.

The use of disposable cups, lids, stirrers etc are preferred and milk jugs, sugar bowls and condiments should be removed and replaced with sachets.

### **In the kitchen**

The choice of food should be decreased to limit the number of staff needed in the kitchen. For client hospitality/meetings, avoid large platters of food and opt for individual boxes/plates

### **Vending machines**

Ensure that you provide disinfectant wipes/cleaning station near vending machines and increase cleaning frequency. Ensure you install social distancing graphics near the vending machine to reduce contact

### **Kitchen areas / kitchenettes**

Ensure adequate cleaning materials and hand sanitiser and products are available for use. Ensure staff are wiping down any equipment such as kettles, microwaves, toasters, counter-tops after use. Communal use items such as fruit bowls should be removed.

## Advice on works that should be considered prior to reactivating a building

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The following building systems are covered by statutory requirements and building operators will need to satisfy at least themselves, and possibly insurers, regulators and enforcement bodies, that these have been maintained or brought back up to date prior to the re-occupation of a building. Where regular statutory maintenance or testing was due to take place during the closure and has not been undertaken then it must be carried out before the building is occupied. All the items contained here can be completed by our team at Sherwoods and our specialist partners.

### Water systems

Water systems are a key area that requires addressing before re-occupation as the lack of water use would have led to standing water that has the potential to have had Legionella and other contaminants.

The following options offer the specification for Mothballing and reactivation methods which follows SFG20 which is information from BESA which is our industry best practice for the water systems on site for the control of Legionella after systems have been left little used for a period of 3-4 weeks.

There are two options that can be enacted.

### Option 1 - Mothballing and Reactivation in 2 parts

This provides an immediate clean and disinfection (due to the tanks lying dormant for 4 weeks) including dosing of Sanosil S25 (chemical approved by DWI) stored at 500ppm in the CWS Tanks and the hot water systems. This will prevent biofilm from breeding in the stagnant system whilst the system is out of use. Then we will carry out the reactivation method which is visiting site 1-6 weeks prior opening and carrying out a full flush to the system for recommissioning and Bacterial and Legionella sampling to ensure the system is safe. This method is a better option to ensure to minimise Legionella growing whilst the system is laid dormant and saves time on cleaning the tank due to the turnaround times.

### Option 1 – Part 1 - Mothballing

Mothballing and Reactivation - Clean (if required) and disinfect the CWS Tanks and dose the CWS Tank with 500ppm Sanosil S25 (Hydrogen peroxide and Silver) and pull through to the cold-water services (all outlets) including Calorifiers and hot associated water services/outlets. Check at outlets to achieve 500ppm on the Hydrogen Peroxide/Silver strips.

Clean and disinfect Combination water heater CWS Tanks and dose the CWS Tank with 500ppm Sanosil S25 (Hydrogen peroxide and Silver) and pull through to the hot water services.

If the site is mains fed with a local isolation and drain cock available we will look to carry out an

injection disinfection on the mains with the chemical (Sanosil S25) or we will carry out a full flush of the mains supply if no injection point fitted.

If the site is mains fed and we are unable to inject with chemical due to no drain cock on the incoming mains supply we will look to inject the Calorifier supply drain valve to disinfect the hot water system using Sanosil S25 and pull through the associated hot water outlets at 500ppm.

Isolate drinking machines/filters where access possible off the (tank supply and dosed Mains) and pull chemical through the pipework prior. This work comes complete with certification.

Please note the chemical will be left in the system at 500ppm to prevent bacteria from multiplying.

## **Option 1 – Part 2 – Reactivation**

Part 2 Reactivation - We will then look to revisit for reactivation (4 weeks notice will need to be provided ideally) for us to check the levels of Sanosil S25 above 100ppm, top up as required and flush through all hot and cold outlets including Calorifiers (tank turnover also). We will then resample;

I have allowed to carry out UKAS accredited Bacterial sampling (TVC's at 22C, 30C and 37C including T-Coli and E-Coli) from 2 x drinking outlets and 2 x HWS outlets (ideally near and furthest) post flush per site.

I have allowed to carry out UKAS accredited Legionella sampling (TVC's at 22C, 30C and 37C including T-Coli and E-Coli) from 2 x cold outlets and 2 x HWS outlets (ideally near and furthest) post flush and the incoming mains supply per site.

## **Option 2 - Reactivation 1-6 weeks prior the system to be reinstated.**

This is simply a mixture of mothballing and reactivation in one hit. This will clean and disinfect the tanks and internal pipework at a high strength dose of Hydrogen Peroxide and Silver but is not as effective as option 1 if the system has been left dormant for bacteria to multiply over 3-4 months.

Option 2 Mothballing and Reactivation together - Clean (if required) and disinfect the CWS Tanks and dose the CWS Tank with 500ppm Sanosil S25 (Hydrogen peroxide and Silver) and pull through to the cold-water services (all outlets) including Calorifiers and hot associated water services/ outlets. Check at outlets to achieve 500ppm on the Hydrogen Peroxide/Silver strips.

Clean and disinfect Combination water heater CWS Tanks and dose the CWS Tank with 500ppm Sanosil S25 (Hydrogen peroxide and Silver) and pull through to the hot water services.

If the site is mains fed with a local isolation and drain cock available, we will look to carry out an injection disinfection on the mains with the chemical (Sanosil S25) or we will carry out a full flush of the mains supply if no injection point fitted.

If the site is mains fed and we are unable to inject with chemical due to no drain cock on the incoming mains supply we will look to inject the Calorifier supply drain valve to disinfect the hot water system using Sanosil S25 and pull through the associated hot water outlets at 500ppm.

Isolate drinking machines/filters where access possible off the (tank supply and dosed Mains) and pull chemical through the pipework prior. After one hour leaving in the system we will flush out. This work comes complete with certification.

Once chemical is stood still for one hour we will then flush the chemical out with fresh water.

Following either of the options we would then recommend a UKAS accredited Legionella sampling (TVC's at 22C, 30C and 37C including T-Coli and E-Coli) from 2 x cold outlets and 2 x HWS outlets (ideally near and furthest) post flush and the incoming mains supply per site.

## Electrical safety checks

These are required under the Electricity at Work Regulations 1989 & BS7671 (18th edition electrical regulations). We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

## Electrical systems

- ▶ Complete a full visual check of all electrical switch gear and ensure none are damaged.
- ▶ Complete a full RCD / RCBO manual trip to ensure operation of the device.
- ▶ Check all the time clocks have the correct time and date and are working, make any adjustable if required.
- ▶ Complete visual inspection of all distribution board and any circuit which have be isolated due to the building being closed to be full tested before re-energising.

## Lighting Systems

- ▶ Operation of all luminaires in the building ensure all working correctly.
- ▶ Check all switches and key switches are functional and have not seized.
- ▶ Check all the time clocks have the correct time and date and are working, make any adjustable if required.
- ▶ Check any day light sensor for operation.
- ▶ Check all control gear for lighting switches such as, dimmers, contactors, relays, etc and ensure all are operational and have not seized.

## Motors, Generators, UPS and Battery systems

- ▶ Check all water levels in any wet battery system and fuel level in the generators. Top up where required.
- ▶ Visual inspection on all motors, generators, etc for any signs of faults or damages.
- ▶ Check all equipment is running as design and no error codes present.

## Gas safety

Gas safety inspections and maintenance are still a statutory requirement and have not been suspended due to the coronavirus. The Gas Safe register provides guidance. We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

## Plantroom checks

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### Gas Boilers checks

- ▶ Compliance within the last 12 months
- ▶ Visual inspection on the whole install to include pipework both wet and gas, flue, ventilation, controls, stability
- ▶ Combustion readings of the flue gases for appliances which have not operated for the last 4 weeks to ensure that the no debris have built up on the burner.

### Gas water heaters

- ▶ Compliance within the last 12 months
- ▶ Visual inspection on the whole install to include pipework both wet and gas, flue, ventilation, controls, stability
- ▶ Combustion readings of the flue gases for appliances which have not operated for the last 4 weeks to ensure that the no debris have built up on the burner
- ▶ Expansion vessel drained out and flushed
- ▶ Open cleaning port to ensure that there is no build-up of debris/scale at the bottom of the unit.

### Gas pipework

- ▶ Recommend that a full gas tightness test is carried out to ensure that there are no leaks which could have built up in little used areas during lockdown.
- ▶ Gas tightness test should be carried out at least every 5 years or site-specific risk assessment

### Heating pumps

- ▶ Check pump is free and not seized
- ▶ Carry out running load checks to ensure that the pump is not drawing to much current

## System water check

- ▶ Carry out inhibitor level checks to ensure correct level of protection

## FCU

- ▶ Filters are checked and cleaned/disinfected

## Time controls

- ▶ Check correct time and date
- ▶ Check timing on heating and hot water are correct

## Kitchen checks

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### Gas cooking appliances

- ▶ Compliance within the last 12 months
- ▶ Visual inspection on the whole install to include pipework both wet and gas, flue, controls, stability
- ▶ Combustion readings of the flue gases for appliances which have not operated for the last 4 weeks to ensure that the no debris have built up on the burner

### Ventilation and extract

- ▶ Check both mechanical ventilation and extract are working correctly
- ▶ Check interlock is working correctly

### Gas pipework

- ▶ Recommend that a full gas tightness test is carried out to ensure that there are no leaks which could have built up in little used areas during lockdown
- ▶ Gas tightness test should be carried out at least every 5 years or site-specific risk assessment

### Emergency systems

Fire detection system testing, and maintenance must be brought up to date. Active fire protection systems such as sprinklers, fire suppression and smoke control systems, fire extinguishers etc. should have up to date maintenance and inspections. We are happy to offer the following

guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

- ▶ Panel/keypad Checks (check for normal operation, status LED's, etc.)
- ▶ If there is a fault, phone it through as they normally would
- ▶ Cleanse control panels and head end equipment
- ▶ Assign one person to complete the required weekly tests. Ensuring any points used are cleansed upon completion
- ▶ If the occupier has not been in the building for some time, we would advise a system condition assessment along with full evacuation test (before occupation)
- ▶ Look at reducing the spread of germs, can contactless equipment be used, people counting, thermal screening cameras, door holds linked to the fire alarm, etc. If the business must close again this could cost more than the equipment to reduce spread
- ▶ It is advisable to keep spares on site to reduce downtime (especially if a period where parts are difficult to gain occurs again), parts are manufactured all over the world
- ▶ Assess Assembly Points, look at the size of space and increase it so you can keep your distance, discuss a plan for evacuation for if the building empties, an evacuation will bring staff into proximity with one and other

## Emergency Lighting

Emergency lighting systems must be tested and demonstrated to work fully and effectively and batteries checked by conducting a full 3 hour test. BS5266-1 Emergency lighting and BS EN 50172 Escape Lighting apply, along with Society of Light and Lighting Guidance in Lighting Guide 12 on Emergency Lighting. We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

- ▶ We would recommend a complete and "flick test" on all emergency lighting throughout the building.

## Lifts and escalators

Passenger lifts and lifting equipment must comply with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) requirements. The maintenance contractor should confirm that the lifts are compliant and fit for service, although their use should be discouraged wherever possible. Further guidance is available from CIBSE. You must ensure lifts are serviced (we can help with this service) and that entry and usage is controlled.

## Ventilation systems

Adequate ventilation is required in all occupied areas. Ventilation rates should not be reduced in line with reduced occupancy but maintained to mitigate any risk of airborne transmission. This section is based on SGF30 guidance.

We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

It should be noted that all AC and ventilation should be in-service. Controlling humidity, temperature and ensuring air flow are considered to limit Covid-19 risk. The exception for this is where air is circulated between two distinct/segregated internal spaces, these should be isolated and another form of ventilation should be installed.

Further to this assessment and replacing filters should be done with use of full PPE (gloves, masks). If a filter is to be disposed of, ensure it is bagged and left in a safe location on-site for 72 hours before disposal.

The use of opening windows is acceptable in most areas but is not advised in washrooms.

## Air handling units

- ▶ Check all sections of the AHU for dirt and clean as required. If any rust is showing, clean off and prime/paint with an appropriate rust paint
- ▶ Check all traps are clean and refill with clean water
- ▶ Fill any manometers with fluid as required across the filter sections
- ▶ Check all internal lights and replace any blown lamps
- ▶ Install a new set of filters and date mark
- ▶ Bring the humidifier back on-line in accordance with the manufacturers instructions
- ▶ Remove any warning notices to say humidifier has been isolated
- ▶ Reset all low temperature controls and preheat coil operations that may have been put into practice when the AHU was mothballed

## Cooling plant

- ▶ Reinststate electrically at the adjacent electrical on/off switch
- ▶ Ensure any condensate drainage is free flowing and that tray/reservoir is emptied
- ▶ Clean evaporator fins, condensate tray and pipes with proprietary cleaning agent

## Refrigerant gases

- ▶ Switch on compressor crankcase heaters
- ▶ Consult manufacturers' data for required length of time before starting compressors
- ▶ Ensure all system valves are open.

## Chilled water systems

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### Electrical

- ▶ Test electrical supply and chiller unit
- ▶ Leave the unit switched on
- ▶ Remove the warning label at the switch point

### Cold water main

- ▶ Check that the cold water supply to the cooling system is on

### Absorption chillers

- ▶ Refill unit, if drained at mothballing
- ▶ Switch both electrical and gas supplies back onto unit and test
- ▶ Remove any warning labels left at switch point

### Reciprocating chillers

- ▶ Refill unit, if drained at mothballing
- ▶ Switch electrical supply back onto unit and test
- ▶ Remove any warning labels left at switch point

## Pressurisation unit

- ▶ Ensure that the cold-water supply is on (where fitted)
- ▶ Test the electrical supply and pressurisation unit, if satisfactory leave online
- ▶ Remove warning label at switch point

## Chilled water system

- ▶ Start the system
- ▶ Circulate the system water
- ▶ Carry out an analysis of the system water and ensure that corrosion inhibitor is added
- ▶ Take samples for bacteriological activity, as if present the system may need dosing with a biocide
- ▶ Ensure that the water treatment contract for routine service visits, system analysis and dosing of the system with inhibitor is reinstated

## BMS Controls

We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

- ▶ Check all system operations and ensure there are no faults on the systems
- ▶ Run a full system check via the BMS controls to ensure all sensor and switches are operational
- ▶ Check all the time clocks have the correct time and date and are working, make any adjustable if required
- ▶ Visual check on all the control panels. Are all the lamps working, are any fault lamps lit.
- ▶ If possible and safe to do so run all equipment on hand to ensure operation and all control of the control gear is still functional
- ▶ Ensure the safe circuit is still functional, ie gas interlock, fire alarm cut off etc

## Access Control & Security Systems

These may need to be reviewed to ensure operation is still as expected, or for isolation of certain areas of the building. We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

- ▶ Panel/keypad Checks (check for normal operation, status LED's, etc.)
- ▶ If there is a fault, phone it through as they normally would
- ▶ Wipe down control panels and end use equipment

- ▶ Assign one person to complete weekly tests, where required
- ▶ If the occupier has not been in the building for some time, we would advise a system condition assessment along with full test (before occupation)
- ▶ Look at reducing the spread of germs, can contactless equipment be used, people counting, thermal screening cameras, door holds linked to the fire alarm, etc. If the business must close again this could cost more than the equipment to reduce spread
- ▶ Look at possibly keeping spares on site to reduce downtime, parts are manufactured all over the world
- ▶ It is advisable to keep spares on site to reduce downtime (especially if a period where parts are difficult to gain occurs again), parts are manufactured all over the world

## Portable Appliances

Simple user checks should be enough to establish the safety of portable appliances such as kettles, microwaves etc, where an existing portable appliance testing (PAT) system regime is in place. However, use of such appliances should be carefully considered as they present a potential risk of transmission via surface contact.

We can offer full PAT testing services, where required.

## Specialist Services

Where appropriate, expert advice should be sought in relation to specialist services such as generators, UPS systems, catering equipment, process cooling, fume extract systems etc.

## Building Fabric

We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

- ▶ Testing and inspection of fire doors, opening and shutting on closers and hinges
- ▶ Testing and inspection of automatic closing systems
- ▶ Visual Inspections of external areas including roofing gutters for visual defects or issues
- ▶ Window closer and AOV's operation testing

## Drainage

We are happy to offer the following guidance on the actions that should be undertaken, and we are happy to provide them for you if you want us to.

- ▶ Testing of toilets and flushes
- ▶ Testing of urinals and flushes

- ▶ Odour inspection cross site, sinks, toilets, drains, wet rooms.
- ▶ Descale of urinals (Crystallization will occur due to urine sat in pipework)
- ▶ External visual checks of drainage
- ▶ Blocked gutters and downpipes
- ▶ Gutter clearance (Look at a day rate cost)
- ▶ Jetting of gullies external
- ▶ Descale pipework's in kitchens (fat build ups)

## Summary

Every organisation's approach to the reopening of workspaces will have a defining impact on how they are perceived in the years ahead. Having weathered the storm of COVID-19, the ideal response is to welcome colleagues and clients back to carefully considered environments that are safe, secure and shaped for the needs of the workforce.

Each business should adapt this guidance to their unique circumstances, with an operational checklist for each stage and service line.

As buildings and facilities are being reoccupied, it is important to:

- ▶ Prioritise employee safety and wellbeing;
- ▶ Over-communicate with employees, building owners, supply chain partners, and any other critical stakeholders;
- ▶ Reoccupy in increments to minimise operational issues;
- ▶ Plan in advance for procedures appropriate to the 'new normal' (e.g. physical distancing, hygiene protocols).

We are here to help – if you need our support through any of the stages in this process, please reach out to your Sherwoods Account Manager or email us at [reactivation@sherwoodsonline.co.uk](mailto:reactivation@sherwoodsonline.co.uk)

Sherwoods guarantee that any or all of the steps outlined in this document will completely remove the risks associated with COVID-19, or indeed other forms of infection occurring within a building, but we believe that, with planning and proper consideration and the implementation of the steps suggested, the risks can be reduced and more confidence and reassurance provided to occupants.



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