

## Site Operations Policy

For all site visits, the overarching Site Protocol is to:

- Comply with the site operating procedures of the Contractor
- Carry out inspections alone (or maximum of 2 persons if site protocol requires an accompanied visit, maintaining social distancing of 2 metres)
- Politely request operatives to leave the area whilst inspection is carried out
- Request that any required documentation is issued electronically in advance of visit to avoid collection on site
- Sanitise hands on entry and exit from site and wear disposable gloves
- You may wish to wear a cloth mask to reduce the likelihood of you passing on any possible infection to others, particularly where social distancing is difficult to maintain
- Avoid entry to site offices or canteen areas. Request Contractor's staff to sign in for you, where necessary
- All staff **MUST** avoid travelling by public transport and should seek practical alternatives e.g. car, motorbike, bicycle, walking.

### Routine site meetings

- To be carried out remotely via MS Teams, Skype, conference call or similar
- The format will remain as though face-to-face and minutes will be issued following each meeting
- Actions will be followed up by our project manager.

### Valuations of the works

- Works will be valued remotely, working with the contractor site teams to carry out the necessary progress checks via video and in liaison with the Clerk of Works
- In exceptional circumstances where there are significant issues to check, a visit may be made with site protocol applied (see above).

### Routine site quality, technical and H&S inspections/audits

- Site inspections must follow the protocol above
- If staff are not satisfied that the site and its management and operatives are compliant with government guidance and the Contractor's own protocol, please notify the site management of your concerns by phone, followed up by email to the Contractor and Client
- Inspections should not resume until the Contractor has provided updated processes to rectify the concerns identified.

## Snagging and desnagging

- Staff will attend snagging and desnagging, but these must be carried out alone (not as a joint inspection) and as per the site protocol noted above.

## Handovers

- Staff will attend and complete handover inspections and documentation where required until further notice, following the site protocol set out above.

## Defects and EOD inspections

We aim to minimise contact with people during defects and EOD inspections. Given that the nature of these visits requires entry to a series of occupied premises, it is our preference for residents to be contacted in writing requesting they complete a pro forma to identify items, with photos, for us to process subject to agreement with Client and Contractor.

We will therefore issue communications at least 2 weeks prior to end of defects, and ideally one month prior, with a 7 day deadline for responses to permit time to these and issue schedules of defects to contractors.

Where contractors are not prepared to attend to defects collected in this way, we will seek to extend the defect period by mutual agreement.

## Being turned away from sites by Contractor/Developer

In the event of site closures or access refusal on Coronavirus / COVID-19 grounds, our staff will:

- Record the date and details of the occurrence and report this in writing to the Client and Contractor
- Seek written confirmation from the Contractor of their official position and anticipated duration of such measures
- Agree with the Client whether we continue to visit site to check security and any ongoing progress.