

Dear Supplier / Customer

## Coronavirus – COVID-19

We wish to give you some information with regards to the steps we are taking to mitigate as far as is possible any risk of COVID-19 making its way into our business setting.

The wellbeing of all our visitors and staff members is our number one priority, whilst our operations continue as normal.

We are closely monitoring the situation and are following advice from the Health and Social Care and Public Health England.

We are taking the following steps as containment and preventative measures:

- We will Monitor local Governmental and Public Health England advice and notify/remind staff of recommendations not to travel to particular areas and of measures to help prevent the spread of COVID-19.
- We have introduced policies prohibiting or limiting business travel, to high-risk areas, and consider alternative communication solutions where-ever possible.
- We have introduced a procedure and Management Decision Making on the self-isolation of staff (whether mandated by law, imposed by you or requested by individual staff members).
- A procedure is in-place requiring staff to report if they feel unwell or are absent, and to report possible infection or exposure to the virus (including following private travel to high-risk areas) or concerns involving others they have been in contact with at work.
- We provide staff with the right equipment for disinfecting hands and (if official advice recommends) protective masks, and with any additional health and safety training or support that they might need.
- We will implement flexible or home-working arrangements and accommodate requests where feasible for particular roles catering for parents if schools close etc – considerations might include whether the technology and equipment used to cater for a surge in remote working are reliable and whether further measures are necessary to maintain customer confidentiality and satisfaction
- Plan resourcing strategies such as the re-allocation of staff, the splitting of teams, the rotation of in-office/home-working arrangements or the cross-training of staff who perform business-critical functions, to minimise the risks of disruption if a large number of staff, or key staff, are absent.
- Have back-up arrangements in place in case employees responsible for health and safety are unable to perform their roles.
- Make special arrangements for staff needing to attend sites, ensuring they understand the strict washing of hands and usage of hand gel when on client sites.

- Consider carefully any proposal to repatriate staff from high-risk areas, particularly the impact on local staff in terms of workload and from a segregation and potential discrimination perspective.

All visitors and staff are being asked to follow the current Health Service guidelines on maintaining personal hygiene.



We ask that you as our clients and suppliers to make sure that the advice and procedures we have put in place are shared within your organisations, as it has been shared and endorsed by our employees when suppliers are visiting our premises.

If you require any further information please do not hesitate to contact us, we thank you for collaborating with us and our workforce during this time, as we try to prevent the spread of the virus and keep our workforce safe.

Kind regards



**Michael Sandling**  
Managing Director