

Coronavirus Business Impact Policy

Updated: 18/03/2020

Introduction

In preparation for the risk of a large-scale epidemic and the impact this may have on our staff, business, and continuity of services to our customers, this policy has been prepared to support the planning of our emergency preparedness and response, the communication of requirements to our staff, and external communication to our key stakeholders.

The Directors of the business have held a meeting with all Staff on 16th March to announce immediate and possible future plans that the business must take to enable us to continue trading through the uncertain times ahead. The whole team is now clear on how we plan to cope with this pandemic moving forward.

We have formed a Crisis Team that includes all company Directors and our Finance Manager. The aim of the team is to meet daily to discuss and act swiftly with clear decisive action throughout this ever-changing situation. We have setup a company Whatsapp group to communicate the latest developments to all staff with their permission.

Further information and the latest guidance on the COVID-19 virus is to be referenced from official sources including:

- [Coronavirus Covid-19 - nhs.uk](https://www.nhs.uk)
- [Coronavirus \(Covid-19\) information for the public - gov.uk](https://www.gov.uk)
- [Guidance for employers and businesses on Covid-19 - gov.uk](https://www.gov.uk)
- [Coronavirus action plan a guide to what you can expect across the uk - gov.uk](https://www.gov.uk)
- [Coronavirus - acas.org.uk](https://www.acas.org.uk)

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Training & Awareness

All employees have been sent the following training video link, to ensure company-wide awareness:

- [Free Coronavirus awareness video - ihasco.co.uk](https://www.ihasco.co.uk)

Posters are displayed in the workplace:

- [Coronavirus Campaign - campaignresources.phe.gov.uk](https://www.campaignresources.phe.gov.uk)

Coronavirus company wide memo has been uploaded onto our company HR cloud platform Breathe.

Site Visits / Travel

Where employees are required to visit customer's premises, there will currently be no restrictions on continuing with activities in line with government guidance, unless we are informed of a local outbreak in which case the site activity will be immediately suspended and an emergency telephone/web meeting held with the client to ascertain the containment action that is being taken.

In the event of public transport services being suspended, this is likely to have little impact on our operations with company/private vehicles being the primary source of travel. Staff should contact the office if this may pose an issue in getting to work.

Prevention / Hygiene

Antibacterial wipes have been made available to all employees to keep their areas clean regularly and tissues will be made available as necessary around the company.

When working in the office the proximity to others is to be minimised, so far as is reasonably practicable, by reviewing desk layout and seating. Be aware of your own personal space and respect others.

As general guidance, to protect yourself and others:

- **Wash your hands with soap and water often – do this for at least 20 seconds**
- **Dry your hands thoroughly after washing**
- **Always wash your hands when you get home or into work**
- **Use hand sanitiser gel if soap and water are not available**
- **Cover your mouth and nose with a tissue or sleeve (not your hands) when you cough or sneeze**
- **Put used tissues in the bin straight away and wash your hands afterwards**

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- **Avoid close contact with people who are unwell**
- **Do not touch your eyes, nose or mouth if your hands are not clean**

Returning Travellers

Stay indoors and avoid contact with other people immediately if you (or household members / other close contacts) have travelled to the UK from any of the high-risk areas notified by the government.

As this is subject to frequent change, the latest information on the internet must be referenced:

- [Advice for Travellers - nhs.uk](#)

Use the 111 online coronavirus service to find out what to do next.

Do not go to a GP surgery, pharmacy or hospital.

Do NOT come into work – inform your line manager by telephone.

Business Meetings / Conferences

External visitors and company meetings are to be restricted to what is strictly necessary. Where possible face to face meetings are to be postponed until the epidemic is under control. Use virtual meeting apps if meetings still need to take place.

Until the outbreak is under control, the attendance at conferences and larger public gatherings is to be limited to what is strictly necessary.

All international and UK wide travel is to be subject to an individual risk assessment to justify and reduce risk so far as is reasonably practicable. Travel to high risk areas is suspended until further notice. Check the government advice for high risk areas of travel and follow this.

- [Foreign travel advice - gov.uk](#)

Service Disruption

Should we be unable to deliver our contractual obligations due to quarantine requirements outside of our control, this will be documented with each client in writing, and an individual action plan created. Where this may result in a breach of legal requirements for our customers, or create other H&S risks, these activities will be prioritised. In the first instance our comprehensive disaster recovery plan will be activated. We have suppliers that can provide continuation of service in the event of emergency for example company shut down due to a Covid19 outbreak.

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Office / Factory Outbreak

In the event of a confirmed diagnosed case involving a member of staff or driver who has recently been in the office or factory, or has interacted with other members of staff, an emergency meeting of Director's will be held (remotely if prudent) to consider temporary closure of some company operations.

Should this be implemented, all staff will be notified by telephone.

In preparedness for closure the following steps have been taken:

- **Staff contact details have been reviewed and are verified as current**
- **Remote working/VPN capacity has been reviewed, to support additional workers at home**
- **Laptop computers have been prepared, to support working at home (in line with existing**
- **Information Security policy requirements)**
- **Telephone diversion capability has been reviewed**

During this period, unless unwell, it will be necessary to work from home using company supplied equipment to maintain services to our clients.

Post may need to be diverted/delayed, and the Director's will be responsible for reviewing and managing this requirement during this time.

An external service will be contracted to undertake deep cleaning prior to reoccupation. This will require a minimum of 72 hours isolation prior to entry and the methods outlined by the government will be followed:

- **[Covid-19 decontamination in non-healthcare settings](#) - gov.uk**

Any person who is infected, living with someone who has symptoms or is at higher risk of having potentially been infected, will be required to **commence self-isolation for 14 days.**

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Self-Isolation

The office should be notified immediately by telephone if you have commenced a period of self-isolation.

The guidance from the NHS on what this means is to be followed:

- [Self isolation advice - nhs.uk](https://www.nhs.uk)

Do not ask colleagues to come to your home and discuss work matters – this should be done remotely.

Pay

Should you be able to work from home, remote access will be established for you, and this will be at full pay as normal.

Should you be unwell, and unable to work, this will be in line with the company's standard sick pay policy. SSP will be available from day one.

Should you be well, but unable to work due to self-isolation, then a discussion will be held at this time, with the option to take annual leave considered.

Should you be well, but unable to work due to mandatory premises closure, then you will remain on full pay.

Vulnerable Workers

Workers who have pre-existing conditions which may place them at higher risk are requested to notify management, if not already aware. This may include: Weakened Immune System, Asthma, Pregnancy etc.

Any worker who is considered to be at higher risk will be excluded from client meetings, event attendance and travel where possible.

Time Off for Dependants

Please refer to the Employee Handbook for existing arrangements. If your child's school closes you must take holiday or unpaid leave to cover this absence from work.

If you are assisting a dependant with a known/suspected case of Coronavirus then you must also commit to a period of self-isolation to protect your colleagues.