

## **BUSINESS CONTINUITY PLAN – CORONAVIRUS**

*NOVEMBER 2020*

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## 1 - Introduction

Due to the recent Coronavirus outbreak (COVID-19) we have established a Business Continuity Plan to advise employees, suppliers, and customers of our processes and how to protect everyone. A healthy and available workforce is our most valuable asset. A pandemic can cause huge disruption from some employees being incapacitated, and other employees self isolating / being in quarantine.

Crystal Electronics will carry out a Coronavirus briefing every morning at 09:00 am, in which we will establish current legislation, level of infection and any new processes and procedures which are required. Our Business Continuity Plan is an organic document which will be reviewed and amended in realtime alongside the latest guides from the UK Government.

We are following the advise and guidelines from the following sources;

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://assets.publishing.service.gov.uk/media/5eb96cd6d3bf7f5d3a907e58/working-safely-during-covid-19-vehicles-110520.pdf>

<https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-110520.pdf>

We are following specifically the COVID-19: guidance for employers and businesses (released on 10<sup>th</sup> March 2020 and since amended versions)

## **2 - Information about the virus**

1. The coronavirus is a type of virus (as a group, coronaviruses are common throughout the world)
2. COVID-19 is a new strain of the virus, and was first established in Wuhan City of China in January 2020
3. The current incubation period for this virus is between 2 – 14 days, meaning if a person remains well (14 days) after being in contact with a confirmed coronavirus patient or showing symptoms, they have not been infected
4. Within 14 days of being in contact with someone infected with Coronavirus, the following symptoms develop;
  - a. A high temperature
  - b. A new continuous cough
  - c. A loss or change to your sense of smell or taste
  - d. Cough
  - e. Difficulty in breathing
  - f. Fever
5. The infection causes more severe symptoms in people with weakened immune systems, older people and people with long term conditions e.g. diabetes, cancer and chronic lung conditions
6. Coronavirus is most likely to spread from close contact (up to 2 metres or less) with an infected person. The longer time spent with an infected person increases the chances
7. Respiratory secretions such as coughing or sneezing are the most likely ways to contract the virus
8. It is also possible the infection can be caught from touching a surface, object or hand (which has been contaminated with respiratory secretions) and thereby then touching your own mouth, nose, eyes, or face
9. There is no vaccine at present to reduce your risk of catching coronavirus

### **3 - Preventing the Spread of infection**

The best way to prevent infection is to avoid being exposed to the virus. Public Health England recommends the general precautions are taken to prevent catching and spreading the disease;

1. Basic hygiene should be followed, covering your mouth / nose with a tissue or sleeve (Catch it, Bin it, Kill it)
2. Used tissues are to be put in the bin straight away
3. Hands are to be washed with soap and water often, hand sanitiser to only be used when unable to wash hands
4. Avoid close contact with people who are unwell
5. Clean and disinfect frequently touched objects and surfaces e.g. door handles, kitchen and bathroom areas, phones, etc..
6. Do not touch your face, eyes, nose or mouth if your hands are not clean
7. If you are worried about symptoms, immediately call NHS 111. Do not attend your GP, Hospital or any other healthcare environment
8. Dependent on type of surface, exposure, temperature, humidity and exposure to cleaning products, it's most likely the amount of the infectious virus on any contaminated surface will decrease significantly by 72 hours.
9. The best way to prevent the spread of the disease is through regular hand hygiene and cleaning frequently

## **4 - If someone becomes unwell and believe they have been exposed to COVID-19**

1. If someone becomes unwell in the workplace, the unwell person shall be removed to an area which is at least 2 metres away from other people within the business (in this case we propose the board room within Head Office)
2. The room must be behind closed doors (isolated and be possible for a window to be opened – ventilation)
3. The staff member should call NHS 111 from their mobile, or 999 if it is an emergency (e.g. seriously ill, injured or threat to life) and explain their current symptoms
4. Whilst awaiting advice from the NHS 111 or for an ambulance to arrive, they should remain enclosed and 2 metres away from other people (avoiding touching people, surfaces and objects and cover their nose / mouth with a tissue when coughing or sneezing)
5. All tissues should be put in a bag or pocket to then be removed and thrown in the bin
6. If they need to use a bathroom whilst waiting for medical advice they should use a separate bathroom where possible
7. Following the advice from NHS 111 / an ambulance, the person should then follow the strict guidance and advice of the NHS
8. Once they have left the building, the room used for quarantine should be left ariated, and should be cleaned thoroughly by a person wearing PPE

## **5 – Track and Trace**

### **Track and Trace**

1. Upon entering the building, employees should scan the QR code for the NHS track and trace system
2. If you receive a notification from the NHS track and trace system stating you have been in contact with someone who has tested positive for COVID-19, you must self-isolate, in line with the policy on page 7
3. Should an outbreak be identified in the work place, (1 or more employee) Stacey Howell (Managing Director) must report the outbreak via the below link; <https://coronavirusresources.phe.gov.uk/reporting-an-outbreak/overview/>
4. If an operative is deemed positive with COVID-19, we will work closely with our local PHE HPT to establish where residents need to be notified and action accordingly
5. When collecting stock / entering another business premises, employees should scan the Track and Trace QR code

## **6 - Self-Isolation / Sickness Process**

1. It is an employee's discretion to decide whether or not they suspect they have COVID-19 and to self isolate in accordance with the public health advice being issued by the government
2. If an employee chooses to self-isolate for at least 10 days, they will not be paid their full pay but will instead be paid Statutory Sick Pay (£94.25 per week) (You will be paid from day one – contrary to previous legislation).
3. All employees will have their temperatures tested with a non-evasive Forehead Infrared Thermometer Gun upon entry to the business. For any employee displaying a temperature of 38.2°C and coughing persistently or showing flu-like symptoms will be sent home and advised to self-isolate for up to 10 days and not allowed back to work until the 10 days has passed and they are able to prove they are fit and well to return to work
4. If an employee calls in sick with flu-like symptoms, they will also be advised to self isolate for 10 days, and not allowed back to work until the 10 days has passed and they are able to prove they are fit and well to return to work (and no longer symptomatic)
5. The sickness process has not changed, extract from Employee Handbook listed below;

### **SICKNESS/INJURY PAYMENTS AND CONDITIONS**

#### **A) NOTIFICATION OF INCAPACITY FOR WORK**

- 1) You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than your agreed start time. Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally, to your Line Manager.
- 2) You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a doctor's medical certificate.
- 3) If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

#### **D) RETURN TO WORK**

- 1) You should notify your Line Manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
- 2) If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- 3) On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager.
- 4) Upon returning to work after any period of sickness/injury absence, you may be required to attend a "return to work" interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

6. For those that are at increased risk of severe illness from coronavirus (COVID-19) (See link for high risk cases; <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>) these employees will be encouraged to self isolate and to practise Social distancing. These employees will be paid the SSP figure of £94.25 per week. Guidance on how to social distance is also listed in the above link.
7. If an employee has come into contact with a COVID-19 confirmed case, they will be required to self-isolate for 10 days. This is non-disputable. Upon completion of the 10 days isolation, a assessment will be completed with the employee to ensure they are well and able to return to work.
8. Employees are entitled to time off work to help someone who depends on them (a dependent). The process surrounding this is listed in our employee handbook and is as follows; *“You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with your Line Manager who, if appropriate, will agree the necessary time off.”*

## **7 - Working with the public**

Throughout the day, engineers must wash their hands (prior to entering a property, and after leaving a property). Hygiene and “Catch it, Bin It, Kill It” to be practised by all engineers

All engineers are to also carry hand sanitiser gel to use throughout the day (not to be used instead of hand washing) but in extreme cases when unable to wash hands

### **Prior to attending the home**

1. When calling a resident to book an appointment in, we have a set script to ask the resident whether or not they are symptomatic, or if someone in the household is. If the answer is yes, this property will be marked as COVID-19 status, and notified to the client. If the resident advises they are shielding or self isolating – the same process will apply and the property will not be visited until safe to do so.
2. Prior to attending all jobs, the property will be called the night before to ensure there are no changes and it is safe to visit the property. Once confirmed it is safe to visit, the call operative will advise the householder of the social distancing practises we will be maintaining.
3. All properties reported from a customer / client to currently have either COVID-19 confirmed patient or the resident is self-isolating, will be amended to COVID-19 status on SimPro and notified to the client via weekly report / email.
4. If a property requires a revisit, this will be completed by the same operative who attended originally to reduce the risk of transmission

### **Working in pairs**

1. Where it is absolutely a necessity to work in pairs, our operatives are required to practise back-to-back or side-to-side working where possible
2. When social distancing cannot be maintained, keeping the activity time involved must be as short as possible
3. Staff members will only work in pairs with one of other person, to reduce risk of transmission, this team will not work with other staff member (this team will be dedicated and will not change unless of sickness)

### **Travelling to work**

1. Where possible, all staff members will be required to travel to site on their own

2. If staff are unable to travel in separate vehicles journeys will be with only the dedicated pair team member
3. Good ventilation should be maintained e.g. passengers site facing away from each other and keeping windows open
4. Vehicles are required to be cleaned using gloves and standard cleaning products, when first entering the vehicle, at midday and when leaving the vehicle at the end of the day
5. All vehicle handles, and “touch surfaces” are to be cleaned regularly

### **Whilst working within the home**

1. Prior to entering the property, the operative shall ensure he was washed his hands or used antibacterial gel
2. The operative shall knock on the door and take two steps back, upon the resident opening the door the operative will show his ID badge and brief the resident of what works is required, he shall ask again whether or not anyone in the property is unwell / symptomatic and if they are sheidling (if the answer is yes, the operative will cease the works and call the office)
3. The operative will make the resident aware of what works is required and how this can be done via social distancing methods. Where possible all doors should be left open prior to the operative entering the property
4. If an engineer attends and notices someone within the property is unwell, works must cease immediately and the property will be put on hold as “COVID-19” Status.
5. The government advice does not stipulate face masks are required, however our engineers are all carrying medical grade face masks for attending properties, if it is required / stipulated
6. When touching a object e.g. fuseboard of faceplate within the property, the operative shall ensure he wipes clean upon leaving the property to ensure all surfaces are left clean and hygienic
7. Where possible, ventilation should be observed through windows / doors being open and high busy area’s in the property shall be avoided when able to do so (e.g. stairs and corridors)
8. Residents will be requested to leave all internal doors open to minimise contact with door handles

9. Operatives are not permitted to accept items from the resident, e.g. food, drink or pens as a brief (but not limited too) example
10. All waste and belongings must be removed from the work area at the end of the works within the property
11. Where possible, working with the public will be minimised, our engineers will complete as much work without coming into contact with the public, however when unavoidable the safety measures are to be followed

### **Wearing PPE**

1. Standard PPE shall continue to be worn and utilised when required, e.g. safety helmet, gloves, eye protection, high visibility clothing and safety footwear. Where an employee is already using PPE to protect against non-COVID-19 risks they should continue to do so
2. Wearing a face covering / mask is optional and is not required by law (although have been provided to staff members). It is at the employees discretion to choose to wear a facemask, and you must ensure you wash your hands before putting the mask on and after taking the mask off.
3. There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19 therefore we highly recommend staff wear these. (Some people don't have to wear a face covering for health, age or equality reasons).
4. You must ensure you still frequently wash your hands thoroughly with soap and water for 20 seconds or more, or use hand sanitiser
5. You should avoid touching your face or face covering to prevent contamination
6. You should change your face covering if it becomes damp or you touch it
7. If the material is washable this should be washed in line with the manufacturers instructions
8. If not washable the face covering shall be disposed of with the usual waste

## **8 - Closure of Office / Working From Home**

1. If there is a suspected case in the workplace, no restrictions or special control measures are required whilst waiting for laboratory test results for COVID-19 (there is no need for staff to be sent home or to close the office). However, if an employee is running a temperature above 38°C, they will follow the precautionary measures as outlined in the Sickness Process and Procedure.
2. If a staff member has been diagnosed with COVID19, closure of the workplace is currently not recommended
3. The management team will be contacted by the local Health Protection Team to identify the case and people who they have been in contact with to advise of the precautions for them to take
4. A risk assessment will be undertaken for each setting by the Health Protection Team with the lead responsible person and advice will be passed on to the management of staff and members of the public (based on the assessment findings)
5. The Health Protection Team will also be in contact with the person identified with Coronavirus to advise on best practise for isolation and identifying other contacts and the Health Protection Team will get in contact with them individuals to provide them with advice also
6. Advice on cleaning communal area's will be provided by the Health Protection Team (please also see cleanliness within office on page 11)
7. The office will not be closed unless advised by the government (mandatory lockdown) or if the Health Protection Team advise we cease opening until further notice
8. If mandatory lockdowns are put in place in special circumstances some members of the Management Team will be able to work from home via their laptops and VOIP telephone system.
9. For those staff members who are not working from home, and unable to attend work due to the forced closure, full pay will not be paid but could be entitled to SSP £94.25 per week / or Furlough should this scheme be in operation.
10. The office will be closed but the business will run actively as normal but will be run from managements homes / the office (where possible) whilst in isolation. Engineers will not be working within residents properties however the business will run ensuring all staff members are kept up to date, all key

business critical deadlines are met and measures are put in place for the return to work

11. Our telephone systems work over VOIP so can be plugged in straight into an ethernet port or router and will work / function as they would at the office.
12. Those working from home will dial into a conference every hour on the hour to have a 5 minute discussion and find out any further information, and all members will be contactable via mobile phone too
13. If a confirmed case is identified within the workplace the local Health Protection Team will provide the staff member with advice to all staff members including;
  - Any employee who has been in close face-to-face environment or touching contact
  - Talking with or being coughed on for any length of time whilst an employee was symptomatic
  - Anyone who has cleaned up any bodily fluids
  - Close friendship groups / workgroups
  - Any employee living in the same household as the confirmed case
14. People who have been in contact with a confirmed COVID-19 case are not considered cases and if they are well they are unlikely to have spread the infection to others;
  - People who have had close contact will be asked to self-isolate at home for 10 days from the last time they had contact with a confirmed case (and follow the home isolation advice sheet – attached within useful links)
  - They will be actively followed up with the Health Protection Team
  - If they develop symptoms or existing symptoms worsen within the 7 day observation period then they should call NHS 111 for a re-assessment
  - If they become unwell with cough, fever or shortness of breath they will be tested for the COVID-19 virus
  - If they are unwell at any point within the 7 day observation and test positive for COVID-19 they will become a confirmed case and treated accordingly

## **9 - Cleanliness within office**

1. Coronavirus symptoms are very much similar to a flu-like illness including cough, fever or shortness of breath, if someone is observed with these symptoms, the surfaces the person has come into contact with should be cleaned immediately
2. All staff members / visitors to the building must wash their hands upon entering the building
3. A one way system has been introduced to the building. Employees must enter via the door on the right side of the building, and leave by the left door of the building (if you were standing facing the building from outside).
4. Our current cleaning company will be completing deep cleans on Fridays, (the company cleaner will continue to clean as standard on Monday's and Wednesday's)
5. Every 2 hours, Shaun Mulligan (H & S Manager) will completely disinfect the office with antibacterial surface wipes / spray. All kitchen areas and bathrooms, door handles, telephones and communal areas are to be wiped down (all potentially highly contaminated areas)
6. If a person has become ill in a shared space, this should be cleaned using disposable cloths and antibacterial spray (according to current recommended workplace legislation and practice)
7. All towels in the office have been replaced with bio-degradeable paper towels to prevent cross-contamination after drying hands
8. Throughout the office there are multiple antibacterial hand gels for staff to use in between hand washes (but not instead of)
9. All waste must be removed from the office at least once a day (within desk bins, office bins, waste bins in kitchen areas). The bin bag should be placed in a second bag and removed as per our current waste removal process
10. (If waste is removed which has been touched by a potentially COVID-19 infected person, this must be double bagged and kept in a safe area until further notice from The Health Protection Team who will instruct how this is to be disposed of).
11. Office is to be well ventilated (windows open and ceiling fan to be on to improve air circulation)

## **10 - Monitoring, Reviewing and Implementing**

1. Every day at 09:00 am a COVID-19 review should take place with the Senior Management team to discuss any new developments
2. All new developments will be reviewed and an action plan implemented as a matter of priority
3. Dean Port, CEO and Stacey Howell, Managing Director are reviewing the cases on a frequent basis, and ensuring that the Government websites and legislation is complied with
4. All Senior Management members are signed up for updates from HSE, our HR advisors (Mentor Live), and check the Gov website to keep up to date with legislation
5. A subject has been created on the Monthly Directors and Shareholders Meetings to discuss with great depth and detail the current processes and procedures and to discuss our business continuity plan

## **11 - Miscellaneous Processes**

1. Ensure staff's contact details and Next of Kin Contact Details are up to date (to enable us to send messages to staff in a promptly fashion)
2. There is no identified increase risk in handling post or freight from specified areas so you should continue to open post / deliveries as normal (following existing risk assessments and safe systems of work)

## **12 - Other Useful Links**

### **Public Health England – Coronavirus Advice**

<https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus->

### **NHS – Hand cleaning Techniques**

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

### **Advice for Home Isolation**

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

### **Advice for Social Distancing for Vulnerable people**

<https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know>

## 13 - Amendments

|    |  |               |
|----|--|---------------|
| 1  | V2 – 16/03 Amended from 14 days to 7 days – guidance referencing self isolation                              | Page 6, 7, 10 |
| 2  | V2 – 16/03 Amended to state persistent coughing is also a reasoning for being advices to self isolate        | Page 7        |
| 3  | V3 – 18/03 Added in Social Distancing for vulnerable people  | Page 8        |
| 4  | V3 – 18/03 Added in self-isolation for any employee which has come in contact with a confirmed COVID-19 case | Page 8        |
| 5  | V3 – 18/03 Added in rules currently around time off for dependents   | Page 8        |
| 6  | V4 – 13/05 Amended date to MAY   | Page 1        |
| 7  | V4 – 13/05 Added in links for latest guidances on GOV website  | Page 2        |
| 8  | V4 – 13/05 Point 4 (added in Symptomatic)  | Page 7        |
| 9  | V4 – 13/05 Overhaul of section and further clarification added for working with the public                   | Page 9        |
| 10 | V5 – 02/11 – Review to take place every AM   | Page 2        |
| 11 | V5 – 02/11 – Added in additional Symptoms  | Page 3        |
| 12 | V5 – 02/11 – Removed bullet point 9 – (Ref: asymptomatic)  | Page 3        |
| 13 | V5 – 02/11 – Removed “countries affected” from bullet point 1 and 3  | Page 5        |
| 14 | V5 – 02/11 – Section 5 amended to Track and Trace, and additional information provided                       | Page 6        |
| 15 | V5 – 02/11 – Bullet point 1, 2, 3 and 4 amended to “self isolation for 10 days”                              | Page 7        |
| 16 | V5 – 02/11 – Bullet point 6 – link updated   | Page 8        |
| 17 | V5 – 02/11 – Bullet point 7 – updated to 10 days   | Page 8        |
| 18 | V5 – 02/11 – Bullet point 1 – amended to notified to client  | Page 9        |
| 19 | V5 – 02/11 – Removed paragraphs 4/5  | Page 9        |
| 20 | V5 – 02/11 – Added in Bullet point 8   | Page 10       |
| 21 | V5 – 02/11 – Added in Bullet point 3   | Page 11       |
| 22 | V5 – 02/11 – Amended wording in Bullet point 9   | Page 12       |
| 23 | V5 – 02/11 – Amended wording to 10 days isolation in Bullet Point 14   | Page 13       |
| 24 | V5 – 02/11 – One way system identified and added in  | Page 14       |
| 25 | V5 – 02/11 – Added in Bullet Point 11  | Page 14       |
| 26 | V5 – 02/11 – Amended wording in Bullet Point 1   | Page 15       |
| 27 | V5 – 02/11 – Updated links with amended versions   | Page 17       |

Signed: 

Name: Stacey Howell – Managing Director

Dated: 02/11/2020

To be reviewed (unless revised sooner): 09/11/2020