



Covid 19: Policy Statement

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1. Covid 19 Policy statement

The COVID-19 Policy statement defines our current understanding of, and Maintel plan in response to the COVID-19 outbreak in the United Kingdom. Maintel primary concern is the health and wellbeing of its staff, customers and visitors while continuing to provide a normal or as near normal level of service to our customers as the outbreak progresses.

We are working proactively with our critical suppliers to identify supply chain risk due to the Covid 19 outbreak and monitoring UK Government advice. In particular Maintel can advise;

- ▶ **Remote Incident and Change requests:** the current impact of the virus does not indicate significant risk to the provision of this service. Maintel operates a 24x7 remote engineering facility and this continues to function at the appropriate level.
- ▶ **On site visits:** Where site visit is required this is completed in accordance with UK Gov guidance regarding social distancing, Maintel Health and Safety policy and Customers policies and requirements. The current impact of Covid 19 does not indicate an increased risk to this service and daily reviews of resource within Maintel and our suppliers is being completed. Customers will be advised should there be a need to reschedule appointments with key worker services and industries taking priority. A risk assessment is completed for each customer visit which includes assessment of;
 - Travel arrangements to and from site
 - Access arrangements
 - Social distancing procedures
 - Health and exposure to Covid 19 for customer and Maintel employee prior to visit
 - PPE requirements
 - Hygiene facilities
- ▶ **Notifying our customers of Maintel employee illness following site visit:** Maintel have implemented a process to notify customers if, following a site visit, a Maintel employee falls ill or moves to self-isolation within 7 days of the site visit taking place. The information will include Reference number, Date and Time of visit, Address visited, Location accessed at site and Onsite customer contact.
- ▶ **Returning to Office working:** Maintel have reviewed UK Government guidelines for Covid 19 Secure Offices and have decided to continue with remote working for the foreseeable future unless a role is unable to be fulfilled effectively through remote working. This is in line with Maintel Agile Working policy. Covid 19 Secure office arrangements are in place within Maintel open offices and specific office guidelines provided to any employees who may need to visit a Maintel office.
- ▶ **Visitors to Maintel offices:** Wherever possible meetings should be completed remotely. Where it is essential for a visitor to attend a pre-arranged appointment at a Covid 19 secure Maintel office the Covid 19 Visitor Questionnaire is required to be completed, this will be provided by the meeting host in addition to the relevant office safe practices. A risk assessment of questionnaire responses is undertaken and where there is an acceptable level of risk the essential visit will go ahead. Questionnaire responses will be kept for 14 days after the visit date to enable track and trace.

▲ **Other measures:**

- **Key skills:** Identified key skills are held by multiple employees.
- **Travel:** Only essential travel will take place and in accordance with UK Gov advice
- **Greeting Policy:** Maintel employees have in place mandatory social distancing when greeting all individuals.

Maintel have a full Business Continuity Plan and diverse range of suppliers and skills to ensure our customers receive contracted products and services and are working with customers to accommodate additional requirements for information and Health and Safety processes in preparation for site visits.

Joanne Ballard

Joanne Ballard

Customer Experience Director

2. Covid 19 Information

2.1. What is Covid 19

COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called coronavirus.

2.2. What is the risk of Covid 19 in the UK

The UK Chief Medical Officers have raised the risk to the public from low to moderate.

Health professionals are working to contact anyone who has been in close contact with people who have confirmed cases of coronavirus and strict guidance is in place for staying at home and only essential visits taking place.

The UK Government 4 phase plan has been activated and Maintel are monitoring the daily updates.

2.3. Symptoms of coronavirus

The symptoms of coronavirus are as follows:

- A high temperature
- A cough
- Shortness of breath
- Loss of taste and/or smell

These symptoms do not necessarily mean that you have the illness. The symptoms are like those for other illnesses that are much more common, such as cold and flu.

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

2.4. How coronavirus is spread

Because it is a new illness, it is not fully known how coronavirus spreads from person to person.

Similar viruses are spread in cough and sneeze droplets and from various surfaces.

It is very unlikely that coronavirus can be spread through things like food. Viruses like coronavirus cannot live outside the body for long but can remain on some surfaces for approx. 72 hours

2.5. Do I need to avoid public places?

Most people can continue to go to work, particularly when working from home. The UK Government has issued strict guidelines about the types and amount of social interaction – these guidelines must be followed at all times.

2.6. How to avoid catching or spreading germs

There are things you can do to help stop viruses like coronavirus from spreading

- Do cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Do put used tissues in the bin immediately
- Do wash your hands with soap and water often – use hand sanitizer gel if soap and water are not available
- Do try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean.

2.7. Check if you need medical help

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do. Use this service if:

- you think you might have coronavirus
- in the last 14 days you've been to an affected area identified by the Chief Medical Officer as 'high risk' and you are feeling unwell with a cough, difficulty breathing or fever.
- you've been in close contact with someone with coronavirus

Do not go to a GP surgery, pharmacy or hospital. Call 111 if you need to speak to someone.

2.8. How to self-isolate if you're asked to

If there's a chance you or a member of your household could have coronavirus, you should stay away from other people (self-isolate). This means you must:

- Stay at home and work if you are well enough
- Not go to work, school or public places
- Not use public transport or taxis
- Ask friends, family members or delivery services to carry out errands for you
- Avoid visitors to your home – it is fine for friends, family or delivery drivers to drop off food for you at the doorstep

You need to do this for up to 14 days to help reduce the possible spread of infection and follow current UK Government guidelines at all times

3. Good practise

3.1. Effective Handwashing

Reduce the chance of infection with regular effective handwashing. Please refer to the diagram below which illustrates proper hand washing technique with soap and water.



3.2. Workspace Hygiene

As there is some evidence to suggest that the virus can survive outside of the human body for a short period on surfaces ensure you clean and disinfect regularly touched objects and surfaces using your usual cleaning products.

3.3. Flu Vaccination

If you haven't had one already and do not fall within the required category for flu vaccination you should consider getting the flu vaccine as this will reduce the health burden on the NHS by preventing members of the public from catching flu and it being initially mistaken for COVID-19.

Flu vaccinations are available for purchase from most major pharmacies.

4. Document Information

Area	Information
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Process Owner	Chief People Officer
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Change Record

Latest change date	Detail	Re-approval
06/03/2020	Initial publication	Approval Provided
13/03/2020	Policy statement update with additional precautions	Approval provided
17/03/2020	Policy statement update – Working with customers individual H&S requirements	Approval provided
24/03/2020	Policy statement update following UK Prime Minister announcement	Approval provided
25/03/2020	Policy statement update – Site Visits	Approval provided
26/05/2020	Policy statement update – Covid 19 Secure offices	Approval provided
10/08/2020	Policy statement update – Change of authorised signature	Approval provided
20/10/2020	Policy update – Covid Secure Offices	Approval provided