



Covid 19: Policy Statement

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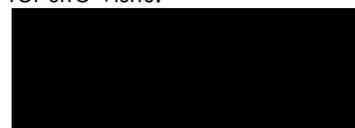
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1. Covid 19 Policy statement

The COVID-19 Policy statement defines our current understanding of, and Maintel plan in response to the COVID-19 (also known as coronavirus) outbreak in the United Kingdom. Maintel primary concern is the health and wellbeing of its staff and customers while continuing to provide a normal or as near normal level of service to our customers. We are working proactively with our critical suppliers to identify supply chain risk due to the outbreak and monitoring UK Government advice. In particular Maintel can advise;

- **Remote Incident and Change requests:** the current impact of the virus and UK Gov preventative requirements in place 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 for customers, this is completed in accordance with UK Gov guidance, Maintel Health and Safety policy and Customer's local policies. A risk assessment is completed for each customer visit which includes assessment of;
 - Travel arrangements to and from site
 - Access arrangements
 - Health and exposure to Covid 19 for customer and Maintel employee prior
 - 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 5 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 offices are open with Covid Secure measures in place for employees and visitors. Our plan is to gradually increase office population with a target of completed return by 1st September 2021. In accordance with guidelines and the safety of our employees and visitors;
 - No access is permitted to employees or visitors who are displaying Covid 19 symptoms.
 - All visitors shall complete a Covid 19 visitor questionnaire prior to their visit
 - Local office guidance is provided
 - Risk assessment, additional hygiene and cleaning measures are in place.

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



Joanne Ballard

Customer Experience Director

2. Covid 19 Secure Guidelines

2.1. Agile working policy

Employees have been consulted with and all reasonable steps have been taken by Maintel to provide a flexible approach to work and its location without impacting the overall customer provision. Covid 19 Secure office arrangements are in place at all Maintel locations.

2.2. COVID-19 risk assessment

Maintel consult with employees and their elected representatives "Maintel Matters". Risks and mitigations have been identified and are reviewed as part of Maintel risk assessment management process. As an employer with over 50 employees the Maintel Covid 19 risk assessment has been published on our web site

2.3. Managing transmission risk

Measures have been put in place to reduce contact between people, i.e. Side to Side and Back to Back working and Perspex screens where face to face working arrangements exist.

Employees and visitors are expected and recommended to wear face coverings in crowded, enclosed spaces.

Hand sanitisation is provided throughout each location as is access to hot water and soap for frequent hand washing.

Where appropriate, one way systems have been implemented with clear signage.

All visitors must sign in on arrival and, sign out on departure.

2.4. Reinforcing cleaning processes

The office cleaning regime has been increased to ensure high-contact areas are cleaned more frequently and additional hygiene facilities such as hand sanitiser units have been provided at the entrance, exit and throughout each office.

Maintel employees visiting Customer premises have been provided with PPE and hand sanitiser for use before, during and after each Customer visit.

3. Covid 19 Information

3.1. What is Covid 19

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

3.2. Symptoms of coronavirus

The symptoms of coronavirus are as follows:

- A high temperature
- A continuous 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, the infection can cause more severe symptoms in people with weakened immune systems, older people, those with long-term conditions like diabetes, cancer and chronic lung disease and unvaccinated individuals.

3.3. How coronavirus is spread

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

3.4. Do I need to avoid public places?

The UK Government regularly updates guidance about the types and amount of social interaction – these guidelines must be followed at all times.

3.5. How to avoid catching or spreading germs

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

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

3.6. 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 have 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.

3.7. How to self-isolate if you are asked to

If there is a chance you or a member of your household could have coronavirus, you should stay away from other people (self-isolate), including from members of your household and arrange a test. 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 10 days to help reduce the possible spread of infection. Follow regularly updated UK Government guidelines at all times

4. Good practise

4.1. 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.



4.2. 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.

4.3. Flu Vaccination

If you have not 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.

4.4. Covid 19 vaccination

Vaccinations are being offered through the NHS. UK Gov advises all eligible people to take up the opportunity to be vaccinated.

5. Document Information

Area	Information
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Process Owner	Customer Experience Director
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Classification	Public

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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
06/01/2021	Update due to new lockdown	Approval provided
16/07/2021	Update as UK moves to Step 4	Approval provided