

Staff, Customers and Visitors Guidance

Splashbacks of Distinction Ltd would like to provide the following advice for our customers, visitors and suppliers related to precautions taken for the current Covid-19 outbreak.

For the clarity of definition, a visitor is any external person that enters our premises for any reason at the current time, including suppliers and drivers etc.

This guidance will assist all our employees to support our customers and any visitors to our premises, with regard to Covid-19 and the procedures we have implemented to further protect and prevent the spread of Covid-19 in our offices.

The health of our employees, customers and any visitors is our priority at the current time. We have identified practical means to minimize the risk to our employees and visitors and provided details below. We would please request the cooperation of our customers and visitors to help reduce the risk to themselves as well as our staff.

Please note that this information is based on advice from the government and we will be reviewing our policies on a daily basis.

We have implemented the following policies with effect from 19/03/2020:

- There should be no physical contact (including hand shaking) between our own staff, customers or any external visitors.
- Office staff - desks have been spaced out to provide as much separation as possible.
- Communal areas have been isolated as much as possible.
- We are cleaning regularly used items such as door handles and telephones as often as possible.
- We have ensured a plentiful supply of soap and antibacterial gels.
- Any staff who can possibly work from home have been instructed to do so.

Specific Measures for contact with our customers

With immediate effect there is to be no physical contact between our staff and customers. Any handling of paperwork should be kept to a minimum. The recommended distance of two metres separation should be observed at all times.

Outside our yard lorry drivers are only permitted to leave their vehicles when loading or unloading. At all other times drivers should remain in their cabs if possible.

Rather than taking a customer's signature, drivers should write down the person's name and note the time.

Vehicles

Every member of our staff is responsible for their own vehicle to ensure no cross contamination. Everyone will have responsibility for frequent cleaning of their vehicle.

Additional policies based on Government Guidelines

What to do if an employee or visitor becomes unwell and believe they have been exposed to COVID-19

If someone becomes unwell in the workplace and has travelled to China or other affected countries, the 'unwell' person should be removed to an area which is at least two metres away from other people. If possible, find a room or area where they can be isolated behind a closed door, such as a staff office.

If it is possible to open a window, do so for ventilation.

The individual who is unwell should call NHS 111, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms.

Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least two metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow.

If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.

What to do if a member of staff or the public with suspected COVID-19 has recently been in your workplace

For contacts of a suspected case in the workplace, no restrictions or special control measures are required while laboratory test results for COVID19 are awaited. In particular, there is no need to close the workplace or send other staff home at this point. Most possible cases turn out to be negative. Therefore, until the outcome of test results is known there is no action that the workplace needs to take.

What to do if a member of staff or the public with confirmed COVID-19 has recently been in your workplace

The management team of the workplace will identify people who have been in contact with them and advise on any actions or precautions that should be taken. This could include a level of self-isolation for a period of 14 days.

Cleaning offices and public spaces where there are suspected or confirmed cases of COVID-19

Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

- All surfaces and objects which are visibly contaminated with body fluids.
- All potentially contaminated high-contact areas such as toilets, door handles, telephones.
- Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected but may be done so under management guidance.
- If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.

Rubbish disposal, including tissues

All waste that has been in contact with the individual, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste. Should the individual test positive, you will be instructed what to do with the waste.

Facts about Covid-19

For the sake of easy reference this guidance document also provides information from the government Information about the virus.

A coronavirus is a type of virus. As a group, coronaviruses are common across the world.

COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

Signs and symptoms of COVID-19

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- Cough
- Difficulty in breathing
- Fever

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.

How COVID-19 is spread

From what the government know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within two metres or less) with an infected person.

It is likely that the risk increases the longer someone has close contact with an infected person.

Respiratory secretions produced when an infected person coughs or sneezes containing the virus are most likely to be the main means of transmission.

There are two main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby (within two metres) or possibly could be inhaled into the lungs.
- it is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face).
- There is currently little evidence that people who are without symptoms are infectious to others.

Preventing spread of infection

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus.

Public Health England (PHE) recommends that the following general cold and flu precautions are taken to help prevent people from catching and spreading COVID-19:

- 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 straight away.

- Wash your hands with soap and water often - use hand sanitiser gel if soap and water are not available.
- Try to avoid close contact with people who are unwell.
- Clean and disinfect frequently touched objects and surfaces.
- Do not touch your eyes, nose or mouth if your hands are not clean.

If you are worried about symptoms, please call NHS 111. Do not go directly to your GP or other healthcare environment.

Face masks for the general public are not recommended to protect from infection, as there is no evidence of benefit from their use outside healthcare environments.

People who have returned from Hubei Province, including Wuhan, in the last 14 days should stay at home whether they have symptoms or not. This includes avoiding attending an education setting or work until 14 days after they leave Hubei Province. They should call NHS 111 for advice and stay at home.

How long the virus can survive

How long any respiratory virus survives will depend on a number of factors, for example:

- What surface the virus is on
- Whether it is exposed to sunlight
- Differences in temperature and humidity
- Exposure to cleaning products

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 72 hours.

We know that similar viruses are transferred to and by people's hands. Therefore, regular hand hygiene and cleaning of frequently touched surfaces will help to reduce the risk of infection.

Splashbacks of Distinction Company Policy Statement

It is the company policy of Splashbacks of Distinction Ltd to strictly follow the above guidance and implement the necessary procedures to minimise the spread of COVID-19 and:

- Protects the health, safety and welfare of its employees and others who may be affected by its activities.
- Limits adverse effect on and adjacent to the area in which those activities are carried out.

- Meets its responsibilities as an employer to do all that is reasonably practicable to prevent accidents, injuries and damage to health.

In particular:

- Promote good health and hygiene by requesting hand washing for at least 20 seconds using soap and water.
- Minimise contact with persons (wherever practicable) including undertaking conference calls and remote working wherever possible.
- Do not shake hands as a greeting – but instead politely nod and explain the reasons for not wanting personal contact.
- Identify individuals who may be at particular risk and implement necessary changes to their work activities to minimise risk of contact with COVIC-19.

Each employee shall recognise personal responsibility for observing the Company's Health & Safety Policy, Instructions and Procedures, and should develop interest and enthusiasm in health, safety and welfare issues.

Signed .....Date 19th March 2020

Ray Coleman - Director

This Statement of Policy relating to COVID-19 and arrangements for carrying out this Policy, is made under Section 2 (3) of the Health and Safety at Work etc. Act 1974, and will be brought to the notice of all employees of Splashbacks of Distinction Ltd.