

## Working with COVID-19 !

### A risk based strategy to continue working during the COVID-19 pandemic

Our strategy remains flexible to ensure business continuity in providing life safety services to our customers during the COVID-19 pandemic. As long as the right decisions on staff returning to work (if furloughed or on self-isolation and or sick leave for periods) are made at the right time and the procedures in place on jobs being undertaken is fully kept to and remains flexible should there be more waves of the virus in the months to come we will meet the service expectations of our customers.

These are unprecedented times in which all of us at RES are committed to do what we can for our customers and also the economy by doing the right thing by our colleagues, partners and suppliers.

Our strategy will consist of the following core elements:

All staff will:

- Continually improve where possible and maintain hygiene standards in our premises in order to reduce the risk of virus transmissions and therefore infections.
- Wear appropriate PPE dependent on the tasks in hand and availability of items such as face masks, gloves and eye protection.
- Wash their hands as often as possible and or use appropriate strength hand gel.

RES engineers will:

- Carryout work on customers sites without taking unnecessary health risks, following applicable GOVT guidance at all times.
- Clean reusable PPE and tools used on site daily.
- Follow customers specific key collection, contractor site and safety procedures.

What we expect from our customers:

- Social distancing on site is maintained at all times by their staff and or premises occupants.
  - Report to RES if a premises has high risk occupants so contact where possible can be completely avoided. We strongly advice customers to inform the occupants of a premises that we will be on site undertaking works. If our works include private dwellings, the resident should place a note on their front door stating that they are at risk and self-isolating. This will be recorded, and the work required will be prioritised at the next available opportunity.
  - Any recent COVID-19 cases are reported to RES before or after an engineer has attended site.
  - Appropriate welfare facilities are provided on site. Subject to the type and use of premises.
  - To provide as safe as possible working environment for our engineers.
- Please note: Should an engineer not feel that this is the case, it will be reported to the customer so they can immediately address the situation. If not, our engineer will leave site and return at an agreed time / day once satisfactory reassurances have been received by our office. Customers should be aware that loss of engineer's time on site and any costs incurred will be chargeable.

Our strategy will be regularly reviewed to ensure it is manageable and meets GOVT Guidance (a summary of which is on the next page) at all times.

Also, the economic and social implications of the pandemic will be regularly reviewed due to expected cost rises, availability of certain parts / materials, the willingness of a member of staff in carrying out certain jobs and to ensure there is confidence in the measures being undertaken at all times.

Stephen Flint TechIFSM

On behalf of the Directors of RES Systems Ltd

# GOVT advice on working and social distancing during coronavirus (COVID-19).

## On our premises

We will regularly encourage staff to wash their hands with soap and water as often as possible and for a minimum of 20 seconds every time.

To help with this, we have additional handwashing products and hand sanitiser points within our premises.

At all times we will advise staff to keep 2 metres apart as much as possible.

Company vehicles will be cleaned regularly using gloves and standard cleaning products with particular emphasis on handles and other areas where passengers may touch surfaces.

To protect our staff, we will remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.

## Deliveries

All delivery drivers will be advised that no goods or food should be physically handed over to staff on our premises. There will be a set drop-off point agreed in advance.

After ringing the doorbell, the driver will be informed to maintain a safe distance from the door and oversee the delivery of the goods. The goods will not be left unattended at any time.

## Working on site

On entry to a site, engineers will wash their hands using soap and water for 20 seconds. They will wash their hands regularly during the day and or at every available opportunity.

Where facilities to wash hands are not available, hand sanitiser issued to each engineer and kept on their company vehicle will be used.

Engineers will maintain a safe distance (at least 2 meters) from any occupants of a premises at all times and ensure good ventilation where possible in the area where they are working.

No work will be carried out in any private dwelling which is isolating or where an individual is being shielded, unless the work is to remedy a direct risk to the life safety of the dwelling and or premises.

Engineers will avoid contact with all high-risk groups such as those 70 years of age and over, those persons with any underlying medical conditions and pregnant women. This will ultimately be dependent on the co-operation of the premise's occupants. Engineers will be polite but also be firm in voicing their concern with the breaching of GOVT guidance.

Engineers working together will work in small teams, typically this will just be two engineers.

Engineers will use stairs in preference to lifts. Where lifts must be used, they will be by only one engineer or team of two at a time, with touchpoints, such as doors and buttons only being used by engineers wearing gloves.

No work will be carried out by an engineer who has coronavirus symptoms, however mild. They will be told to stay at home and self-isolate for the appropriate recommended period.