

# COVID-19 Essential Services



As stated within previous guidance and policy, Enviraz Scotland Ltd are closely monitoring the situation regarding the COVID19 Coronavirus. The following document details the company's response to the recent government "stay at home" order and the subsequent provision of "essential services" to our clients, whilst ensuring the spread of the virus is controlled.

## General information relating to the Coronavirus

### What is the coronavirus?

A coronavirus is a virus that can be transmitted from person to person. Typical symptoms include fever, a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, a coronavirus 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.

COVID-19 is a new strain of coronavirus, first identified in Wuhan city, China but has since spread worldwide. This is a rapidly changing situation which is being monitored carefully.

### How is coronavirus spread?

Because it's a new illness it is unknown exactly how coronavirus spreads from person to person, but similar viruses are spread by droplets in coughs and sneezes.

### How to avoid catching infections like coronavirus

You can reduce your risk of getting and spreading respiratory infections by:

- stay at home wherever possible, unless undertaking one of the four tasks listed later in this document.
- maintain 2m of separation between yourself and others at all times.
- avoiding direct hand contact with your eyes, nose and mouth
- maintaining good hand hygiene - washing hands with soap and water or alcohol hand sanitiser:
  - after coughing or sneezing
  - after going to the toilet
  - before eating and drinking
- avoiding direct contact with people that have a respiratory illness and avoiding using their personal items such as their mobile phone
- covering your nose and mouth when coughing or sneezing with disposable tissues and disposing of them in the nearest waste bin after use



### What will I need to do?

Publicise and share this with your teams, ensuring they are clear on this guidance. As this is an evolving situation, we recommend you use official sources for all the latest news and guidance.

Familiarise your business with the current government advice regarding management of COVID-19 (as summarised in this communication) <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>.

### When is this happening?

With immediate effect.

# Guidance to Employees

Update 25<sup>th</sup> March 2020

In accordance with recent Scottish and UK government policy, Enviraz Scotland Ltd expect all employees to abide by the current stay at home order, unless to fulfil one of the following tasks:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, for example a run, walk, or cycle – alone or with members of your household
- any medical need, or to provide care or to help a vulnerable person
- travelling to and from work, but only where this absolutely cannot be done from home.

Enviraz fully support this policy and expect our staff to abide by the government rules unless classed as an “essential service worker”.

## Essential Service Workers

We anticipate that several of the services we provide to our clients will be classed as an “essential service” and for this reason we will have a core of managers, operatives and supervisors available to undertake essential, emergency and reactive works. Given the current government guidelines, we expect our employees to undertake the following protocols:

- All operatives must travel to work in their own vehicles, designated by the company for their personal use only.
- No other persons are allowed to use or be transported within an allocated vehicle.
- Wipe down vehicle interiors with viricidal wipes twice daily.
- Maintain 2m distance from each other and members of the public at all times.
- Where this is not possible, such as in an asbestos enclosure, operatives will only breach this 2m guide when using full respiratory and personal protective equipment.
- Undertake regular personal hygiene procedures, using hot water and soap to wash hands.
- Hand sanitiser readily available and should be used regularly.
- Use of personal hand sanitiser should NOT replace good personal hygiene and operatives should continue to wash their hands where possible.
- Employees should limit physical contact, including shaking of hands.
- Consumption of food and drink should only be undertaken in designated areas and once thorough hygiene measures have been undertaken.
- Operatives should ensure good personal hygiene after using toilet facilities.

## Customer facing employees

Please be aware of the following procedures in place in place for customer facing employees:

- Undertake regular personal hygiene procedures, using hot water and soap to wash hands.
- Hand sanitiser readily available to customer facing employees and should be used regularly.
- If you are required to work in a customers house / office, you should take your issued hand sanitiser with you and use regularly.
- Prior to entering a property, the operative should complete the Enviraz COVID19 Sign off sheet with the occupants prior to entry.
- Undertake personal risk assessment of the surroundings and people you come into contact with. If any customers display symptoms or appear to have poor personal hygiene, operatives should cease work, and contact their line manager.
- Use of personal hand sanitiser should NOT replace good personal hygiene and operatives should continue to wash their hands where possible.
- Employees should maintain 2m distance from all parties.
- Employees should not accept any food or drink from customers / tenants
- Operatives should ensure good personal hygiene after using toilet facilities.

## Meetings and Events

Please be aware of the following controls in place relating to meetings:

- Non-essential travel ban
- Inter-office travel ban to protect the spread between internal offices
- Cancellation of non-business critical large meetings, gatherings and events
- Meetings can be held by Skype, Zoom, or by phone as relevant.
- Where attendance is required on site, all precautionary hygiene measures should be taken to control the spread of the virus.

## General Advice Numbers

- For all other information on company policy, please see the Enviraz Scotland Ltd COVID19 Policy.
- **Coronavirus (COVID-19) helpline:** If you do not have symptoms and are looking for general information, a free helpline has been set up on: 0800 028 2816.
- **For any concerns relating to symptoms:**
  - In Scotland call your GP or NHS 24 on 111 out of hours.
  - In England or Wales call 111 (if available in your area) or 0845 46 47.

Please be aware that the advice and possible travel restrictions are being updated on a daily basis and our position may change in line with the official advice. Please see the link below which will lead you to the most recent updates:

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

Signed:



**James Curran**  
Director

25 March 2020