maintel

Covid 19: Policy Statement

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Contents

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). Our response is amended in accordance with local and national guidance and rules. 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 work proactively with our critical suppliers to identify supply chain risk due to any outbreak and monitor UK Government advice. 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
    - Lateral Flow Tests are available upon request
    - 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.

- **Office working:** Maintel offices are open with measures in place for employees and visitors. 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 or any flu/heavy cold like symptoms including temperature, sore throat, cough etc.
    - Local office guidance is provided
    - Risk assessment, additional hygiene and cleaning measures are in place.
    - We are face mask friendly throughout
    - During heightened periods of restriction all visitors complete a Covid 19 visitor questionnaire prior to their visit

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

E.S.G strategy and Compliance Director

2. Covid 19 Secure Guidelines

2.1. Agile working policy

Employees have been consulted with and all reasonable steps are taken by Maintel to provide a flexible approach to work and its location without impacting the overall customer provision.

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 are put in place to reduce contact between people, i.e., Side to Side and Back-to-Back working and Perspex screens can be requested where face to face working arrangements exist.

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

Desk wipes and Disinfectant sprays are available throughout our offices.

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

Maintel locations are face covering friendly and employees and visitors are encouraged to wear a face covering wherever and whenever they wish.

2.4. Reinforcing cleaning processes

The office cleaning regime ensures 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
- loss of, or change in, your normal sense of taste or smell
- shortness of breath
- unexplained tiredness, lack of energy
- muscle aches or pains that are not due to exercise
- not wanting to eat or not feeling hungry
- headache that is unusual or longer lasting than usual
- sore throat, stuffy or runny nose
- diarrhoea, feeling sick or being sick

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

Self-isolating (staying at home) is no longer a legal requirement. But if someone has COVID-19 symptoms or has tested positive, they should follow the public health advice for England, Scotland or Wales. If there is a chance you or a member of your household could have coronavirus, you should try to stay at home and avoid contact with other people until you no longer have a high temperature (if you had one) or you no longer feel unwell.

Many people with COVID-19 will no longer be infectious to others after 5 days. If you have a positive COVID-19 test result, try to stay at home and avoid contact with other people for 5 days after the day you took your test.

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

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