

FIDELIS CONTRACT SERVICES COVID-19 STATEMENT



Produced on 12th March 2020
Ian Ansermoz – Head of Operations

Statement

The implications of the COVID-19 Virus on businesses and their employees are far-reaching and changing quickly. The following statement is to highlight what the Fidelis Group have already implemented so far and to highlight what we have communicated to our operational teams across all sites as published and recommended by GOV.UK guidance on 10/03/2020. <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Whilst effective daily and general deep cleaning plays an important role in fighting all viruses, it is important to understand that the total eradication of any virus cannot be guaranteed. However, we have reviewed and implemented the following controls to reduce risk whilst working alongside our customers and their processes and measures.

Preventative measures and precautionary actions

We have now taken further delivery of an anti-bacterial chemical called Ultra-Violet, which is quickly becoming low on stock across the UK. Our contract management team will ensure that all sites receive this product and it will be switched with our general cleaning product to help kill 99.999 % of bacteria during our normal cleaning operation.

We have also encouraged staff to order sufficient stocks of general PPE and have explained the importance of wearing and changing PPE when they move around to different environments.

Our senior management and contracts team have completed and now refreshed the Cache L2 Certificate in The Prevention & Control of Infection in Healthcare Settings delivered by Environmental Excellence Training & Development Ltd.

The L2 Certification covers the principles and steps of the decontamination process and correct, safe use of personal protective equipment. Training will be delivered by our management teams via toolbox talk sessions with all operatives across all areas of the business to cascade knowledge, tips and current guidelines which can help with the aid of preventative measures in the spread of the COVID-19 virus.

FIDELIS CONTRACT SERVICES COVID-19 STATEMENT



Produced on 12th March 2020
Ian Ansermoz – Head of Operations

Basic protective measures against the new Corona Virus

This has been communicated to our operatives via a memorandum sent via post or email:

- **Wash your hands frequently**

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Washing hands up to 20 seconds each time increases hand hygiene!

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

- **Maintain social distancing**

Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.

Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

- **Avoid touching eyes, nose and mouth**

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

- **Practice respiratory hygiene**

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.

- **If you have a fever, cough and difficulty breathing, seek medical care early**

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention.

Follow the directions of your local health authority (The individual who is unwell should call NHS 111 from their mobile) and remember to call our head office to report your absence with honest and true reasons detailing the symptoms you have.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

Informing head office also helps Fidelis Contract Services to monitor the site you are based on more carefully protecting our customers and your work colleagues to the best of our ability.

FIDELIS CONTRACT SERVICES COVID-19 STATEMENT



Produced on 12th March 2020
Ian Ansermoz – Head of Operations

- **Stay informed and follow advice given by your healthcare provider**

Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your contracts manager on how to protect yourself and others from COVID-19.

Why? National and local authorities will have the most up to date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves.

Protection measures for persons who are in or have recently visited (past 14 days) areas where COVID-19 is spreading

Follow the guidance outlined above.

Stay at home if you begin to feel unwell, even with mild symptoms such as headache and slight runny nose, until you recover.

Why? Avoiding contact with others and visits to medical facilities will allow these facilities to operate more effectively and help protect you and others from possible COVID-19 and other viruses.

If you develop a fever, cough and difficulty breathing, seek medical advice promptly as this may be due to a respiratory infection or other serious condition. Call in advance and tell your provider of any recent travel or contact with travellers.

Why? Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also help to prevent possible spread of COVID-19 and other viruses.

- **Precautions and screening for travelling staff**

Our admin team who handle all staff holiday requests are now asking detailed questions to ensure that we can highlight where staff intend to travel to and from. Once confirmed we will check national updates on the FCO travel pages and if a country/area is being visited that is flagged as “high risk” we may ask staff to provide evidence that screening measures on arrival to the UK, including temperature checks have been completed and are clear of any possible symptoms.

Where these checks identify a concern, further medical checks may be required prior to the return off staff to their site locations.

FIDELIS CONTRACT SERVICES COVID-19 STATEMENT



**Produced on 12th March 2020
Ian Ansermoz – Head of Operations**

In the event of a confirmed and suspected case at one of our customer sites.

Fidelis Contract Services are happy to support with advice and recommendations on the latest information issued by local authorities as below.

Actions to Take if an Employee or Visitor 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. 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

Closure of the workplace is not recommended.

The management team of the office or workplace will be contacted by the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.

A risk assessment of each setting will be undertaken by the Health Protection Team with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment.

The Health Protection Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.

Advice on cleaning of communal areas such as offices or toilets will be given by the Health Protection Team. Fidelis Contract Services do offer additional deep cleaning & sanitisation services as a measure to reduce the risk of infection. For additional support and preventative cleaning, please contact your allocated Contracts Manager or call our Head Office on 0121 289 3258. Please visit our website at www.fidelisgroup.co.uk