

SAFE & HEALTHY

WORK AMID COVID-19



As part of our continued COVID-19 Safe & Healthy Work protocols, we have conducted a comprehensive business risk assessment, in consultation with our employees, and put in place a number of stringent control measures to ensure our employees, our customers and the general public are protected from virus transmission.

These measures, which are compliant with the UK Government's guidelines, have been specifically designed to prevent the spread of COVID-19 and reduce related risks across all areas of our business.

These measures include:

- ✓ Work from home, if you can
- ✓ Carry out a COVID-19 risk assessment in consultation with workers
- ✓ Maintain 2 metres social distancing, wherever possible
- ✓ Where people cannot be 2 metres apart, manage transmission risk
- ✓ Reinforced cleaning processes
- ✓ Ensure adequate ventilation
- ✓ Use face coverings to limit transmission risk when away from your desk or in public areas

ON SITE

PROTECTING OUR ENGINEERS & CUSTOMERS

✓ **Personal Protection Equipment (PPE)**
Including: mask; nitrile disposable gloves; safety glasses; disposable boot/shoe covers.

✓ **Social distancing**
Strict social distancing guidelines in place to maintain at least 2 metres between engineer and customer

✓ **Hygiene items**
Including: antibacterial wipes & sanitiser to wash hands thoroughly before and after visits

✓ **New & updated procedures**
Via method statements, risk assessments and e-learning modules to reduce risk



TRAVELLING TO SITE

PROTECTING EMPLOYEES & THE GENERAL PUBLIC

✓ **Hygienic travelling practices**
Guidelines include:

- Avoiding any unnecessary travel
- Use of disposable gloves and sanitiser for refuelling
- Paying contactless where possible
- Van stocked with sanitiser, antibacterial wipes and PPE



STAYING AT HOME

PROTECTING THOSE WHO CAN WORK REMOTELY

✓ **Homeworking**
Where possible, our employees are requested to continue to work temporarily from home until notified about our gradual return to office working, with plans specific to their location.



AT THE OFFICE

PROTECTING THOSE WHO CAN'T WORK REMOTELY

✓ **Social distancing**
Social distancing guidelines in place to maintain at least 2 metres between colleagues where possible. One-way systems implemented with visual aids and signage.

✓ **PPE**
Face coverings to be used when moving around work places
In active roles such as warehouse activities, where 2m separation is not always possible, PPE will be provided in addition to other separation measures.



✓ **Start/finish/break times**
Staggered start, finish and break times to ensure people are apart during building entry and exit and not in close contact during breaks.

✓ **Strict hygiene measures**
Including:
• Hygiene training, guidance and reminders
• Hand washing and surface cleaning materials provided
• Avoid hand shaking and large gatherings when in a work place



✓ **Travel guidelines**
Including:
• Only essential business-related travel allowed
• All non-essential meetings to be virtual
• Avoiding public transport and using alternative modes where possible e.g. cycling/walking to work
• Car sharing scheme halted until further notice
• Face coverings to be worn on public transport



✓ **Illness**
Employees are not to leave home if they have any symptoms of COVID-19, including a fever or a positive LFT or PCR test.

MENTAL HEALTH

PROTECTING OUR GENERAL WELLBEING

✓ **Dedicated Wellbeing page**
Including:
• Mindfulness workshops (exclusive to SMS)
• Financial signposting
• External specialist support i.e. bereavement, suicide prevention, domestic violence
• Remote working guidance
• Virtual exercise classes (exclusive to SMS)
• E-learning modules on Resilience, Homeworking & Wellbeing



✓ **Mental Health First Aid Training**
26 employees across all locations have undertaken certified Mental Health First Aid training, providing a holistic approach to wellbeing support offered to staff.

Safe & Healthy Work



Our Safe & Healthy Work guidelines have been formulated in consultation with our employees and partners, and in compliance with the UK Government's latest official guidance.

