

COVID-19 Coronavirus Policy

The COVID-19 Coronavirus has the potential to severely affect organisations and communities in the UK.

We know that many of our clients will be wanting to ensure that their business & supply chain are doing all they need to do to ensure that they can continue trading as normal during the current problems with Covid-19 Coronavirus.

I think everyone will agree that this is a rapidly evolving situation and I want to reassure our clients that we're actively doing everything we can to ensure that Glenn Cleaning & Support Services can protect its workforce and provide a service to our clients during this episode.

Introduction

This blog explains the steps Glenn Cleaning & Support Services have taken to mitigate the risks to our business and how we are managing the changing threat.

We do not address the details of the Coronavirus here and you should refer to the official advice below.

Official advice from the UK Government and international authorities is constantly changing as the situation develops. Check the following information for the most up-to-date information.

UK Government's office guidance;

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>,

NHS Office Guidance: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Call 111 if you believe you may have Coronavirus.

Threats to Glenn

Glenn's core services require our Cleaning Operatives & Managers to travel to client premises, primarily within the UK.

With the new variant of the COVID strain being highly transmissible, our staff take every precaution to minimise their exposure inside and outside of work. With the best will, they may still encounter people who have travelled to/from affected areas or fall ill through other means.

If our staff are required to self-isolate or fall ill, this may affect the delivery of services to some clients, however we will always do our utmost to limit any disruption. Site base operations may be covered by alternative arrangements or staffing, appointments may be delayed or conducted remotely using video conferencing.

Our office operations are fully resilient, and we do not believe there will be any significant impact

Mitigating the Risks to Glenn

Glenn has implemented business continuity procedures to ensure the company is incredibly resilient to business disruptions including COVID-19.

Our back-office staff can work indefinitely from other locations, including their homes, with no material impact to client services and we have already cross-trained each role to cover holiday and sickness absence.

We use cloud technologies to maintain resilient communications (telephony, email & conference facilities) and have secure access to data during a disruption, with no reliance on physical premises.

In our office areas we are making alcohol-based hand sanitizers available and promoting awareness of hand-washing as endorsed by Public Health England

Our managers have access to the same resilient technology, and while they do travel to client sites to conduct their work, we believe that any disruption caused by Coronavirus can be easily managed by:

- Being diligent and adopting the Public Health England advise on hand sanitisation
- Reducing physical contact where possible
- Communicating though remote means including conference calls and video conferencing
- Postponing audit programmes and projects until the risk subsides.

Working with Our Clients

We are committed to delivering our services to our clients without disruption however given the current outbreak and the future prognosis and projections, it is looking highly likely that this may have an impact at some level. We are monitoring the situation each day and refining our action plan and contingency plans to ensure we mitigate any potential impact to both ourselves and ultimately our customers.

We are actively engaging with our clients and suggesting to them that they allow us to relax the agreed cleaning regimes in favour of promoting more regular cleaning of high-frequency touch surfaces such as desks, phones, door handles, handrails, etc.

We continue to promote across our business that the “gold standard” of hand cleansing, as endorsed by Public Health England, is regular and thorough washing of hands using a bactericidal hand soap and we urge our clients to promote this among their staff. We’ve taken steps to boost our stocks of bactericidal hand soap for supply to our clients (this is in short supply in some places).

We are using sanitising products which meet the requirements of BS EN 1276 and we are working with our supply chain to ensure a consistent stock however as you can imagine these are in short supply at the moment until manufactures can meet demand

We would recommend that this wiping / sanitisation is competed with disposable wipes (J-cloths) or paper rolls, which have sourced at low prices from our supplier, if you wish to implement this recommended change to your cleaning, please contact our Help Desk Manager Sara Usher on 01234 404242

We have sourced antibacterial wipes and hand sanitiser which can also be supplied to sites at competitive prices to reduce risks. These again are in short supply however we are working with our supply chain to provide a continuous supply, again should this be of interest please contact our Help Desk Manager Sara Usher on 01234 404242

We have published guidance to our staff on the virus and how they can stay safe while going about their normal duties. Should we be called upon to complete and decontamination cleans we will provide this through our specialist teams, providing both the team and our clients with detailed method statements on the work to be completed. You can view our general advice on our website:

Communication with Glenn

We will keep clients and other interested parties up-to-date on our Coronavirus strategy.

If a member of Glenn staff tests positive for Coronavirus, we will inform those who could be affected as soon as possible.

Reporting Illness & Isolation

If someone in your organisation becomes ill with Coronavirus and they could have come into contact with a member of our team, **please let us know immediately** so we can limit the potential spread of the virus. Contact our office as soon as possible

Please let us know as soon as possible if your organisation implements Coronavirus plans which could affect your work with Glenn, including:

- Closing offices
- Restricting travel

Summary

This policy will be kept under constant review in line with government guidance and we intend to maintain normal business operations as much as possible.

Again, we reiterate the guidance of Public Health England regarding hand sanitation and urge all your staff to wash their hands when they arrive at work, before they eat, after they sneeze and after they've visited the toilet. This really is the best way of containing this and all other similar viruses.

Jason Glennon

Managing Director

Glenn Cleaning & Support Services Ltd