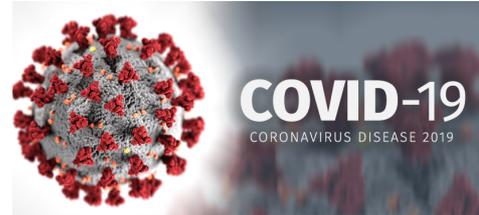


Coronavirus / COVID-19  
Zeta Services Company Policy  
Version 2.1  
Date 17<sup>th</sup> March 2020



**Distribution:**                   **All Zeta Services staff**  
  **Clients**  
  **Sub-contractors**  
  **Suppliers (including office cleaners)**

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**Background**

COVID-19 is a new viral infection which originated in China in December 2019. Since then it has gradually spread out across Asia and now has a foothold in Europe, in particular northern Italy. Although infection rates are still low in the UK and most can be linked back to travel abroad, it is expected that this virus will establish itself in the UK. More information is available on the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

This document outlines Zeta Services policy for the containment of COVID-19, the purpose of which is to ensure that staff do not inadvertently spread this illness from one another, to client sites and the general public.

Clients are asking us what our policy is and this document will be shared with them. **It is essential that you follow the advice outlined below.**

**What we have told our customers**

*“Zeta Services is committed to ensuring the safety of our staff, clients and the general public. We are carefully monitoring the situation and following advice published by Public Health England and the NHS. Our staff have been provided clear advice about personal hygiene and we are monitoring their health. We are also monitoring their holiday plans and travel movements. We are minimising unnecessary business travel and fine tuning our business continuity plans, to ensure that we can continue to support our clients. If you have any queries please email [info@zetaservices.co.uk](mailto:info@zetaservices.co.uk).”*

More information can be found at <https://111.nhs.uk> or advice issued by the NHS or Public Health England (PHE) can be found on the company’s MS TEAMS site “COVID - 19 Business Update”.

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### The symptoms of Coronavirus:

- a cough
- a high temperature
- shortness of breath

But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu, therefore, it is important to follow the below guidance.

### What you must do:

- If you feel unwell and/or sick, please contact your line manager in-line with Company policy. In addition to this, please complete the company health questionnaire (based on Prontoforms or the Microsoft forms on SharePoint).
- If you experience symptoms defined in the previous section, it's important you self-isolate for 7 days if you live on your own.
- If you live with someone who has the symptoms, you should self-isolate for 14 days (that's 7 days for their contagious stage to pass plus 7 for yours).
- If you develop symptoms during the 14 days self-isolation because someone you live with has symptoms, the 7 days you need to isolate for your own symptoms start when the symptoms start, even if that means you spend more than 14 days in self-isolation.
- Once you have spent either 7 or 14 days and your temperature (fever) has returned to normal you can return to work; you do not need to continue self-isolation just because you have a cough, that can last for several weeks after the acute illness. Please complete the company return to work questionnaire.
- If you have travelled abroad in the last two weeks you must email Jane Bailey (PA to the Directors) detailing where you went to and when you returned. This includes travel to the Republic of Ireland.
- If you or anyone who went with you has been sick with COVID-19 symptoms, regardless of whether they are better or not, please inform us, and self-isolate for 14 days.
- You must inform Jane Bailey if you develop COVID-19 symptoms or if you have contacted NHS 111 because you are concerned that you may be suffering from it.

- If you have any plans to travel abroad in the next 90 days please email Jane Bailey, with the details of where you are visiting, for how long and when you will be returning to work. We may decide to change your diary on your return to avoid sensitive sites such as hospitals.
- If you visit a site where you become aware that someone has been found to be unwell please let Jane Bailey know by email and contact your line manager. We may decide to change your diary subsequently to avoid sensitive sites such as hospitals.

### General Precautions:

- **Regularly wash your hands.** Which includes your fingertips, palm, back of the hand, between your fingers, base of your thumb and wrist. Remember to wash around rings and take watches off. Washing your hands should take at least 30 seconds, use soap and where available hot water. If you're unsure, follow the World Health Organisation's advice:  
[https://www.who.int/gpsc/5may/Hand Hygiene Why How and When Brochure.pdf](https://www.who.int/gpsc/5may/Hand+Hygiene+Why+How+and+When+Brochure.pdf)
- **Catch sneezes and coughs in tissues.** Immediately dispose of the tissue and wash your hands or alternatively use hand sanitizer. If you do not have a tissue to hand or are caught off guard, sneeze or cough into the crook of your elbow. Wash your clothing and use disinfectant spray where possible.
- **Don't touch your face.** Your eyes, nose and mouth are moist membranes and will convey the virus into your body and out of it to infect others. Keep your hands away from your face unless you have just washed them.
- **Don't wear watches or jewellery and regularly clean your clothes.** For food factories, Hospitals and pharmaceuticals sites you should not be wearing watches, jewellery and accessories anyway.
- **Clean your equipment** - including laptop, keyboards, tablets and mobile devices with disinfectant wipes every day. If you don't have any, contact your line Manager well in advance. There is a worldwide shortage.
- **Social Distancing** - Government advice is that for those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures.

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):

- chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
- diabetes
  
- problems with your spleen - for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

If you fall into any of these categories, you must make your line manager aware and we will do what we can to protect you.

#### **Field Team Precautions:**

- Complete the Prontoform self-certification form each Monday before 10am. This is published to your device automatically. If this hasn't been received – Contact your Line Manager immediately. This will provide a certificate to supply to customers and allow the business to monitor your health and safety, whilst ensuring adequate staffing and keeping a record of field staff health.
- As soon as you get to a site ask whether there are any extra precautions that need to be taken or if there are any confirmed cases of the virus within the Building. You may be asked to complete a questionnaire. You can use this policy to answer questions or provide a copy of it. It will be on our web site home page – [www.zetaservices.co.uk](http://www.zetaservices.co.uk).
- Wash your hands when you first arrive at site, between movements to different buildings and when you leave. For Healthcare, you should wash your hands between each patient facing area, in-line with the WHO 5 Moments of Hand Hygiene - <https://www.who.int/gpsc/5may/background/5moments/en/>.
- Do not shake hands with your client – they will understand. Nod or wave as an alternative.
- Non-management should not visit Head Office without prior authority from either Kate Gard (Operations Director) or Rob Nicoll (CEO).
- Hand sanitizer can be bought on expenses for your personal use until further notice.

### Head Office (Zeta House) Precautions:

Until further notice the following steps must be taken:

- If the Head Office is your current place of work (designated office worker) and you have a cough or raised temperature, please stay at home and contact your line manager. You will need to self-isolate and if well enough prepare to work from home and follow the self-isolation procedure.
- If you're experiencing symptoms, are self-isolating (or both) and are part of the management or commercial team please do not come to the office unless cleared to do so by Rob Nicoll (CEO) or Malcolm Edwards (Commercial Director) or Kate Gard (Operations Director) and stay at home until you are cleared to come into the office.
- When signing in and out please use the hand sanitizer provided afterwards.
- After using the toilet wash your hands with soap and warm water, then use the hand sanitizer provided.
- At the end of the day if you have a laptop this should be taken home with you. This will mean that if you are concerned about coming to work the following day or it turns out that someone else has a positive viral test, you can work from home.
- Please avoid using someone else's mobile phone, desk phone and computer keyboard. We have asked our cleaners not to clean workspaces to prevent cross contamination.
- Please avoid making drinks for colleagues. You should make your own drinks.

### Management of Information:

- All information will be kept confidential in line with our GDPR undertakings.

### Disease Management:

Zeta Services has set up a disease management team that will consist of:

- Rob Nicoll – CEO
- Kate Gard – Operations Director
- Malcolm Edwards – Commercial Director
- Ian McEvoy – UK Service Manager
- Giles Green – Associate Technical Director
- Gareth Bann – Products & Projects Manager

- James Donagain - Specialist Compliance & Assurance Consultant

This group will convene by telephone every Monday at 14.00 to review:

- a) Previous weeks compliance to this policy
- b) Any specific self-certification responses that are a cause for concern
- c) Confirmation of positive cases at client sites and inform staff connected with that site
- d) Absenteeism due to:
  - a. Suspected or confirmed COVID-19 illness
  - b. Self-isolation due to potential exposure to the virus
  - c. Other reported illnesses
- e) Changes to government policy
- f) Changes to PHE or NHS recommendations
- g) Customer concerns and incidents of sickness
- h) This policy

Every case of illness will be managed on a case by case basis.

Strategies for the successful containment of COVID-19 need to be fluid and this document will be regularly reviewed and issued to staff, key customers and made available on our web site.

### **Business Continuity Actions**

Until further notice the following steps must be taken:

- Ensure that you retain enough sample bottles for a month's work.
- Maintain a ¼ of a tank of fuel, in case fuel supplies are disrupted.
- Advise the office well in advance for the replacement of face masks that are required for your work. These are very difficult to purchase and have at least a 10-week lead time.

**Appendix 1 – Example Checklist to Employees:**

<b>Your Details:</b>	
<b>Name</b>	
<b>Company</b>	
<b>Contact Number:</b>	
<b>Questions:</b>	
<b>Which countries have you travelled to, through and from in the past 14 days (business and leisure / holidays)?</b>	
<b>Have you met with anyone who has a suspected or confirmed case of Coronavirus, or anyone who has been advised to self-isolate in the last 14 days?</b>	
<b>In the last 14 days have you met with anyone who has travelled to any of the high risk areas listed (China, Hong Kong, Macao, South Korea, Japan, Singapore, Iran, Thailand, Taiwan, Malaysia, Cambodia, Laos, Vietnam and Northern Italy – above Pisa/Florence/San Marino)?</b>	
<b>Do you or any of your family members or friends have flu like symptoms (cold, dry cough, sore throat, aches &amp; pains, elevated temperature above 38°C and / or breathing difficulties)?</b>	
<b>I confirm that the information given above is accurate to the best of my knowledge at the time of completion.</b>	

## Appendix 2 – Healthcare Specific Guidance:

As the Coronavirus (Covid-19) progresses, Hospitals and healthcare will become epicentres of the Coronavirus as they are used for treatment and isolation. This will affect how you work and where you work. Following these steps is therefore crucial to maintain your health & safety, as well as the patients, staff and visitors that you work with or around.

- Patients that have tested positive for the Coronavirus or are displaying flu-like symptoms will be treated in isolation rooms or away from other patients. This is very much driven by the hospital's planning. Therefore, prior to starting any works, think, plan and communicate with the site contacts.
1. Ask yourself: 'Am I working in an area that will place me at risk?' Examples include:
    - Critical Care Units (Otherwise known as CCU).
    - Intensive Care Units (Otherwise known as ICU).
    - Ambulatory Care (Similar functions to Critical Care).
    - Isolation Rooms (Specific rooms designed to safely remove contaminated air away from the room itself, safely).
    - Temporary Coronavirus Pods – Used for assessment purposes with a high foot fall.
  2. In this unknown area of the Coronavirus, hospitals are taking significant and drastic actions to contain the virus. Check your visit can happen before turning up to site. If it can, and you're on site, check the importance of carrying out activities in the areas above. Is it essential? Consult with the client, and with us.
  3. Ask the Estates staff at the point of sign-in 'Are there any precautions I need to take and/or any areas positive for the Coronavirus?'
    - If they're unsure, do not take this as assurance that there isn't a cause for concern.
    - Instead, ask for Infection Control guidance. You can do this by approaching the Information point within the hospital.

*(Continued Overleaf)*

4. Follow signage – rooms in hospitals will be sectioned off. This is often reflected with red and amber signage. Ensure you observe any signage on the door rooms reflecting this.
  - This means that precautions and PPE are required to enter that room. This can be due to the patient having an infectious disease, or that they're very unwell and you pose a risk to them. Think:
    - Do I need to enter this room?
    - Could I discuss with site staff and arrange a more appropriate time?
    - Do I feel comfortable with approaching such room?
5. If you're unsure about something – ask. Your health is of utmost importance to Zeta. Your role in preventing the spread the Coronavirus is significant. We'd much rather a healthy workforce than one room's temperature readings. Our clients will understand. We will understand.
6. Communicate with us – If you're unsure, ask your line manager. Complete your self-certification on ProntoForms. This allows us to take precautions for the workforce and you.