

PANDEMIC SUPPORT PLAN

1. INTRODUCTION

1.1 Purpose

This plan is developed as a guide for Shield Cleaning Services to respond effectively and efficiently to a pandemic disease, including COVID-19.

1.2 Scope

This document will outline the plan for Shield Cleaning Services to facilitate the maintenance of essential services, the retention and distribution of cleaning staff and the measures for preventing the spread and severity of viruses in all areas of operation.

2. ABOUT COVID-19

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

Viruses are primarily spread through droplets produced when infected people cough, sneeze or talk, sending infectious aerosols into the nearby air and into contact with other people and surfaces. Viruses can also be spread by touching the surfaces that have been contaminated with infected aerosol and subsequently transferring the infection via the eyes, nose or mouth.

The main symptoms of coronavirus (COVID-19) are a high temperature and a new continuous cough.

3. RESPONSIBILITIES

The Business Continuity Co-Ordinator will review delivered services to minimize exposure to the virus both from internal and external contacts to protect Shield staff and the staff and visitors of the Client.

The Emergency Response Team will participate in collaborative efforts with the stakeholders as required to ensure safety and best practice at all times. The Emergency Response Team shall comprise:

Malcolm Rose – CEO

Lisa Hill – Service Director (Business Continuity Co-Ordinator)

Clare Peto – PA to the CEO

Marion Dudley – Regional Manager

Annette Roberts – Service Administrator

4. PROCEDURE

Our aim is to work with our Client's to provide support and practical solutions to assist in understanding and mitigating the risks associated with COVID-19.

We will ensure that our operatives are sufficiently briefed and equipped to work in potentially contaminated areas, and subject to availability they will be provided with the necessary PPE and chemicals to work safely and effectively.

5. SUPPLY CHAIN

We are liaising with our suppliers and supply chain partners to ensure that we maintain a regular supply of cleaning materials, PPE and essential machinery and they are robust to support our business operations.

6. STAFFING

In order to maintain adequate staffing levels at our contracted sites, the following protocols will be adopted:-

- Additional staff drafted in from other sites in the local area. (Subject to meeting site specific employment criteria).
- Increased shift time to cover short-term absences.
- Cover provided by Shield permanent staff and Management.
- Robust recruitment.
- Selected Agency workers.

In all cases cover staff will be fully inducted by suitably qualified service Managers in site procedures, health and safety and cleaning methodology.

Save for Client specific requirements, Client premises will be categorised into 3 areas:

PRIORITY RED: Hygiene areas and areas of high physical contact which must be maintained at all times. Includes lifts and circulation areas used by all staff.

PRIORITY YELLOW: High priority areas used by executives and visitors, including training and meeting rooms.

PRIORITY GREEN: General offices areas where staff can influence their own cleaning standards.

On experiencing a permanent shortfall of over 3 days absence of over 20% of the staff (assuming a corresponding reduction in client's staff). Labour will be deployed towards **YELLOW** and eventually **RED** only cleaning.

If experiencing Public Transport disruption car sharing and other methods of transport will be encouraged along with support from Shield company transport where available.

7. CONSIDERATIONS

- Observe a social distancing strategy at all times.
- Conform with all Client site specific requirements.
- Inform and induct all personnel on specific roles, risk assessments and pandemic scenarios, and ensure that all personal have adequate infection control resources.
- Observe and follow the 'Test, Track and Trace Process'.

Signed:



Date: 1st May 2023

Malcolm Rose, Chief Executive Officer - On behalf of Shield Service Group Ltd