



Covid-19 Pandemic Policy March 12th 2020 PPv2.5

Further to recent events, we are issuing our policy in regards to the current and any future pandemics. Currently a normal service is in place however there may be issues if any of our staff are affected or when/if directives are issued from government or the WHO.

We have the following in place to provide continuity of service;

- We have equipped senior staff for home working and where possible will be doing same for further staff however this is subject to risk assessments being able to be carried out as per current guidelines.
- Utilise our Indian office presuming staff there are not affected and with the proviso that it is a small team who require legal rest periods.
- We are in discussions with a UK based provider who have synergy in services provided who may be able to provide extra call-handling capacity. This again presumes that this location is not compromised.

Even with all of these possible solutions, it should be noted that the level of service will not be to current and expected levels as staff would be working in differing conditions with lack of easy one to one access to immediate line supervisors. It may also not be possible to access remote systems resulting in decisions being made on the basis of information provided by callers for which we can accept no liability.

Should we be advised by a resident that they have the virus or that they are self-isolating because they believe they have it or have come into direct contact with someone who has then we will advise any contractor we may wish to send to carry out their own risk assessment. For this and other similar examples it may be that although we may be able to handle and process calls we are likely not to be able to progress issues because we fully expect contractors and service providers to reject call outs or have their own delivery issues when their engineers become unavailable.

It must be noted that if our staff become ill, require isolation or government guidelines restricting movement or office opening are issued it may be that we cannot provide the service at all. It is, therefore, imperative all clients should have their own pandemic policy and full back-up measures in place including an out of hours response.

Should we have to cease our service the following will happen;

Phone lines will close and the following message played; “You have reached the out of hours emergency maintenance service. Unfortunately, due to the ongoing Corona virus pandemic, we have had to close our out of hours facility until further notice, and are currently unable to take your call.

We apologise for the inconvenience and would advise you to contact your main office on the next working day. If you have a genuine emergency that requires the assistance of the emergency services, please call them directly via 999.”

At this point in time, we will contact any emergency contact number we have via text to advise them of the cessation of the service. This will require clients to enable their own back up response including diverting phone lines away from ours to their preferred alternative.

Should you not have provided a monitored emergency out of hours contact number we recommend you do so immediately.

This policy will be reviewed regularly in line with advice as per the links below and re-issued as necessary;

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

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