

16th March 2020

SK Heating and Cooling Limited

EXTERNAL COMMUNICATION | CORONAVIRUS (COVID-19) UPDATE 1

In line with changes to the Government position on the outbreak of Coronavirus (COVID-19) and the World Health Organisation (WHO) declaring this a public health emergency of international concern, we are asking that all of our external Stakeholders including but not limited to; Sub-Contractors; Suppliers and Customers, take appropriate actions to help prevent the spread of COVID-19.

Further to recent communications, we write to advise SK Heating and Cooling position on the current COVID 19 Pandemic.

We ask that anybody who may be an infection risk to refrain from entering any of our properties or sites. In line with current Government guidelines an individual who should self-isolate if exhibiting the following common symptoms:

New continuous cough and/or high temperature.

We are working tirelessly to help reduce the risk and prevent the spread of COVID-19 amongst our employees.

The safety of our staff is of paramount concern to us and we aim to deliver services as safely as possible particularly whilst operating on customer sites that may have many vulnerable or high-risk people present. We are equally aware of the need to prevent our employees from being a cause of the virus spreading and ensure that all our staff are fully aware of the need to operate in a responsible, safe manner when on client sites.

The below control measures have been put in place and these are reviewed daily in accordance with Government advice:

- All staff have been made aware of the need to carry out basic hygiene measures including:
- Washing their hands often with soap and water for a minimum of 20 seconds or using an alcohol-based hand sanitiser (60% alcohol at least), if soap and water are not available.
- Practising social distancing, by maintaining a distance of 2 meters from other people where this is possible.
- Avoiding unnecessary contact with people, including handshaking.
- Covering a cough or sneeze with a tissue and disposing of the tissue immediately.
- Our staff will self-isolate if displaying coronavirus symptoms.
- Additional cleaning, including deep cleaning where necessary, is being carried out at all our offices.
- All offices have measures in place to clean and sanitise workspaces and communal areas.
- Internal meetings and inter-office travel have been significantly reduced and more use made of technology for conferencing.
- All field-based Employees have been issued with Personal Protective Equipment, including disposable gloves and antiseptic wipes. Field staff will always carry out a local risk assessment before starting an on-site job, and this will consider any local rules/risks that are in force regarding the need for additional hygiene measures.
- Clients are requested to allow our staff to utilise on-site washrooms both before and after a job commences.

In preparation for the spread of the virus, appropriate plans have been implemented to enable support staff to work remotely from our offices. Risk assessments to working practices are being reviewed.

We will continue to review our working practices and controls and will provide further updates to our customers should the situation change.

This communication is designed to let you know we are here to help, to be flexible and also here to ensure that we help to keep you, your people and customers safe.

We understand that your policy may be to restrict access to visitors and contractors during the next few weeks, with the exception for essential and critical services. Our services do fall into this essential and critical category in many instances.

Addendum for service, breakdown, repair and maintenance calls:

Prior to visiting a site, contact the customer to check whether they are self-isolating due to either being in contact with a confirmed case or due to travel to a category 1 or 2 country.

If advised **THEY ARE NOT** self-isolating, you will be OK to visit following current controls - ensuring you are following good personal hygiene practices (washing hands with soap and water or anti-bacterial/alcohol hand sanitizer) prior to and after the visit. Always wash/clean your hands prior to smoking or eating

If advised **THEY ARE** self-isolating, with or without symptoms the following controls should still be applied for property maintenance activity.

1. Call the customer 30 minutes prior to arrival and ask them to open the windows in the property to ventilate the work area.
2. Ask them to open the front door to the property to allow you access, social isolation advice is this should be a minimum 2 meters.
3. Request the customer isolates themselves in another room with the window open in the property, social isolation advice is this should be a minimum 2 meters. If at any point your own dynamic risk assessment of the situation indicates that you should not enter the home, return to your van and remove your gloves, clean your hands and contact your Leader / Escalation Manager for further advice.
4. Ask them to keep their phone with them, if you need to speak with the customer during the works you will need to call the customer to discuss the issue/concerns
5. Upon arrival to the property call the customer to advise you are there and to check they are in a separate room to where the works will be completed.
6. Clean hands with soap and water or hand sanitiser and put on nitrile disposable gloves.
7. Enter the property and access the area/room where the works activity is to be completed.
8. Wipe down the work area you are working with anti-bacterial surface cleaner- use disposable cloths/paper towels and dispose of used ones in the customers own waste bins

Service Repair/Breakdown:

Complete the repair in accordance with standard operating practices. If you need to wear alternative hand protection when completing this remove the gloves you have on and put these in the customers own waste bin, clean your hands again with hand sanitiser or soap and water put on the correct gloves together with a pair of nitrile gloves over the top of these.

Complete SK 'Coronavirus Actions List' attached to job

Maintenance Works:

Once you have completed your maintenance activity clear your materials and clean down any surfaces with anti-bacterial cleaner, remove your nitrile gloves and place them and any other disposable items in the customers waste bin. Before you get into your van, clean your hands with sanitiser. Leave the property and call the customer on their phone to advise you have completed the activity and it is now OK for them to now move around the property.

Complete SK 'Coronavirus Actions List' attached to job

No Access / Aborted Calls

Where we cannot agree entry onto a site for a scheduled daily/weekly/monthly visit, we will continue to try and book this visit in until the start of the next visit period at which time we will mark the visit as "No Access"

Our scheduling team will ensure to communicate the on-site contact in advance to all pre-planned and reactive repair visits in line with the above. If on attendance we are declined access an aborted visits fee will be incurred at the cost of £2.05 per mile from SK Heating and Cooling Ltd Office.

If you have any questions, please do not hesitate to contact a member of the SK Heating and Cooling Team.