



20th May 2020

SK Heating and Cooling Limited

EXTERNAL COMMUNICATION | CORONAVIRUS (COVID-19) UPDATE 2

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 and provide system usage / guidance to our customers.

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, 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 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, goggles, disposable overalls, and antiseptic wipes. Field staff will always carry out a local risk assessment before starting an on-site job. This assessment 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.

Service, breakdown, repair and maintenance calls:

Prior to visiting a site, contact will be made with customers to check whether they are self-isolating due to either being in contact with a confirmed case or have themselves tested positive.

If advised **THEY ARE NOT** self-isolating, we will continue to conduct the works with the current controls - ensuring good personal hygiene practices (washing hands with soap and water or anti-bacterial/alcohol hand sanitizer) prior to and after the visit. Engineers will apply a new pair of disposable gloves before entering a client's premises and will wear a disposable face mask. Disposable overalls will be worn where deemed necessary.

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

1. Customer will be called 30 minutes prior to arrival and ask them to open the windows in the property to ventilate the work area.
2. Customer will be asked 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 the engineers dynamic risk assessment of the situation indicates that they should not enter the home, they will return to their van and remove gloves, clean hands and contact respective Leader / Escalation Manager for further advice.
4. Customers will be asked to keep their phone with them, if an engineer needs to speak with the customer during the works they will need to call the customer to discuss the issue/concerns
5. On arrival to a property, the engineer will call the customer to advise they have arrived and ensure the customer is in a separate room to where the works will be completed.
6. The engineer will clean their hands with soap and water or hand sanitiser and put on nitrile disposable gloves, face mask and goggles/overalls where necessary.
7. The engineer will wipe down the work area they have been working with anti-bacterial surface cleaner- use disposable cloths/paper towels and will dispose of in a segregated waste bag located on their van.

All works will be completed in accordance with standard operating practices with the addition of COVID-19 PPE safeguarding measures.

An additional Dynamic Risk Assessment (Coronavirus 19) will be completed by the engineer prior to commencing works

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 contact key points of 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 visit fee may be incurred at the cost of £2.05 per mile from SK Heating and Cooling Ltd Office.

System guidance for use of air conditioning and ventilation systems:

The below summary/guidance relates specifically to government guidelines updated 20.05.2020. Further updates and information can be obtained by visiting the following website;

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

1. Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
2. Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.
3. Opening windows and doors frequently to encourage ventilation, where possible.

It is safe to continue to use Air Conditioning and Ventilation systems in the workplace

We advise implementing the below practical measures for building services operation:

1. Secure ventilation of spaces with outdoor air
2. Switch ventilation to nominal speed at least 2 hours before the building usage time and switch to lower speed 2 hours after the building usage time
3. At nights and weekends, do not switch ventilation off, but keep systems running at lower speed
4. Ensure regular airing with windows (even in mechanically ventilated buildings)
5. Keep toilet ventilation 24/7 in operation
6. Avoid open windows in toilets to assure the right direction of ventilation
7. Instruct building occupants to flush toilets with closed lid
8. Switch air handling units with recirculation to outdoor air where possible
9. Inspect heat recovery equipment to be sure that leakages are under control
10. Switch fan coils (Including DX fan coils connected as single split air conditioning systems or part of a multi-split or VRF system) to operate so that fans are continuously on
11. Do not change heating, cooling and possible humidification setpoints
12. Do not plan duct cleaning for this period
13. Replace central outdoor air and extract air filters as usual, according to maintenance schedule
14. Regular filter replacement and maintenance works shall be performed with common protective measures including respiratory protection

For sites and systems covered by a maintenance contract with SK Heating and Cooling Ltd, our engineers will conduct checks of all the above and will complete thorough disinfection cleans on system whilst undertaking maintenance works.

These cleans will ensure our client sites are implementing very best practice measures to prevent the spread of the virus within their workspaces.

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