

November 2020

## **Important update**

This is an update on the precautionary steps and contingency plans we are continuing to take as a business to ensure that we are able to carry on providing our services to you, particularly in the event that we are forced to close our office due Covid-19. These plans and steps will enable us to rapidly adapt and continue our operations with 'business as usual' as much as possible (as we have been doing since March).

### **Health and Wellbeing**

Although we have very little face to face contact with our clients and the public throughout all our surveying services, on-site or office, we understand, and mirror, the concerns of our employees and business contacts about Covid 19 and its continuing spread and are keen to protect the health and safety of staff, clients, suppliers and all our families by closely following the ongoing advice and recommendations by The Government.

We have outlined some of the specific actions we have taken below:

All staff are strictly utilising personal prevention measures to avert catching and spreading Covid-19 by:

- Washing hands more often with soap and water – doing this for at least 20 seconds
- Washing hands on getting home or into work
- Using hand sanitiser if soap and water are not available
- Covering our mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing
- Putting used tissues directly in a bin immediately afterwards and washing our hands afterwards
- Cleaning and disinfecting frequently touched objects and surfaces
- Trying not to touch our eyes, nose and mouth
- Trying to keep a 2 metre distance between another person as much as possible.
- Avoiding any contact with people who have symptoms of coronavirus
- Wearing face masks or coverings where required
- Adhering to Government Tier requirements and restrictions
- Adhering to Government self isolation and testing guidelines

Adhering to Government guidance on the coronavirus websites:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

<https://www.acas.org.uk/coronavirus>

At this point of update we have not had any confirmed cases of Coronavirus in our office and know no-one who has had to self isolate with symptoms.



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### **Remote working**

As part of our preparation we extended the systems and processes we already have in place to enable as many of our staff as possible to work remotely, as required.

We have provided the necessary tools and technology to enable staff to continue working as normal and to communicate effectively with clients and each other. When working remotely our staff will have full safe and secure access to all our IT systems as though they are sat at their desks.

### **Site working**

We will continue to work on site strictly in accordance with Government guidance and advice on business continuity and, with the agreement of staff and clients, following existing risk assessments and safe systems of work.

### **Telephone contact**

Our telephone numbers will continue to work as normal but in the event of an office closure calls will be forwarded to several dedicated mobile phones, which will be answered by staff members.

### **Post**

Most of our communications are electronic, but in the event of an office closure, any post will be checked as often as possible, but with remote working, our ability to respond by post may take a little longer than would normally be the case.

### **Next Steps**

We continue monitoring the fast-moving situation closely and will ensure we respond quickly, sensibly and appropriately to any developments.

We will issue updates if we have anything substantial that needs conferring.



Alan Barrow  
Managing Director