

**Locally We Do...**  
Takes care of it for you!

# Provisional Contingency plans associated with the treat of COVID-19

## Introduction

In response to the risk associated with Coronavirus pandemic, we at Locally We Do... have formed a steering committee. The aim of this committee is to formulate an action plan to :

- Protect the health of our employees, contractors and clients
- Ensure business continuity for the benefit of our clients
- Ensure we communicate effectively with contractors, clients and customer representatives
- Identify measures to mitigate perceived risks and decide when they need to be implemented

It is our intention to issue regular updates to contractors and clients as and when applicable.

Our provisional advice and requirements, resulting from most recent planning review held on the 14/03/2020, can be summarised under the following headings:

## Travel

- All colleagues planning to travel outside the UK, for personal reasons, are requested to advise the Managing Director, Mr Damian Doras, of such plans and provide clarification as follows:
  - Date of planned travel
  - Destination of travel
  - Duration of stay overseas.
- This information is required to enable us to evaluate the risk to the business and the likely impact for the business on the individual's return from leave.

All non-essential business related travel should also be avoided. For guidance purposes contractors are asked to discuss specific requirements with the Managing Director, Mr Damian Doras.

## Behaviour

- All contractors are encouraged to regularly wash their hands properly and use sanitiser gels where available.
- **Avoid contact between hands and face**
- Formal contact with colleagues, i.e. handshake greetings, hugs or skin touching are **STRICTLY PROHIBITED** for the foreseeable future.
- Increased cleaning of work areas, tools, utensils and PPE is to be adopted, using wipes and cleaning materials recommended by LWD (Dettol anti-bacterial, Purell alcohol sanitizer, Carex antibacterial soap) **or** similar. You should order additional stocks of cleaning materials or inform LWD if you run out.
- Where possible take meal breaks alone and outside client residences and reduce the number of colleagues at any one sitting.
- Advise LWD by email or phone, if you have been diagnosed with Coronavirus. Please do **NOT** come to work if you become infected.
- Contractors who believe they are more vulnerable to infection, because of underlying conditions, are asked to be extra cautious and not place themselves at risk and avoid contact with others
- Avoid coming to work if the above scenarios apply and notify LWD
- Furthermore, Self-quarantine, **in line with Government guidelines**, is to be instigated in cases where contractors are diagnosed with coronavirus or at risk of infection.
- Avoid large gatherings – more than 6; especially involving colleagues or external personnel. If there are more than 4 people in attendance at a client site, inform LWD before you start work.
- All contractors/workers who are issued with company kit or utensils must bring them back to base each evening and not leave them on client sites overnight or at the weekends.
- **Based on the latest government guidelines, colleagues are also advised to refrain from attending work if a member of their family, or any person who lives at the same house, starts to display symptoms associated with Coronavirus. In such cases, staff should inform LWD by; phone, text or e-mail, at the earliest opportunity.**

- It is likely that staggered start times will be implemented in coming weeks. As and when this requirement is needed we will rely on the full support and co-operation of all colleagues. This will enable us to continue to provide service to all our clients, which is essential to our long term success and reputation.
- The Government is offering grants and support and LWD would like to make, colleagues affected, aware of this

## Contingency planning

- We will look to accommodate longer visit times to allow for pre and post-work cleaning routines
- In the eventuality of client site being declared off-limits we will attempt to allocate other jobs to ensure a balanced work activity.
- In the eventuality of client site declared off-limits we may instigate shift work or allocate work in a manner not to impact other clients.
- In the eventuality of further changes in Government or LWD guidance, we will maintain communication with clients regarding services, impact on attendance times and communication of data as well as providing service updates.
- Contractors visiting sites for work, have been instructed to ensure they wear single-use gloves and masks (where available) whilst at client premises and minimise time spent in close proximity to clients and their family members or guests, neighbours, etc.
- Contractors should not attend client sites after work.
- For contractors who are regulars on client sites that have a nurse, care personnel or social services worked issuing their own advice, please ensure you fully comply with the additional requirements on top of Government COVID-19 risk mitigation guidelines and plan your working day and rest periods to minimise contact and exposure to large groups of people. You should record any additional time spent complying with additional requirements accordingly, hour by hour and submit this in the usual format.
- Delays to turnaround times, which are directly attributed to the current Coronavirus threat, will be communicated to all clients as and when they arise. It should be noted that we are attempting to mitigate such delays, but the reality is that we foresee a significant risk due to the uncertainty caused by the Coronavirus pandemic.
- The company will plan to reduce visits to all client sites, especially for personal assistance, in line with Steering Committee decisions. When visiting a client site, we ask you to complete a declaration form (see appendix 1). This should be done fortnightly. Based on responses given you need to cancel the visit. We ask contractors to complete the attached form and return it
- Further detail will be provided, regarding the external supply chain and sub contract work used to support clients, in our next update.

It is the intention of Locally We Do... to provide regular updates and advice regarding the impact the Coronavirus pandemic may have on all service provided.

If you have any queries or concerns regarding the content of this provisional document please raise these with either Damian Doras – Managing Director or Dan Vintila – Health and Safety Consultant.

Our overall aim is to plan for the worst-case scenario based on the advice and direction from Government and the WHO. We however hope that the impact of Coronavirus will be less than anticipated.

Best regards

Damian Doras  
 Managing Director an Partner  
 On behalf of Locally We Do...  
 Issue date: 14/03/2020

## Appendix one

QUESTIONNAIRE BEFORE ENTERING A LOCALLY WE DO... CLIENT SITE

Dear colleagues and guests,

Due to the current Coronavirus disease (COVID-19) situation, we require you to fill in the following questionnaire in order to establish if you have been present in or travelled through (including stopover) any affected areas in the last 14 days.

Please complete the questionnaire in paper format or type the questions and answers into the CORONA UPDATE Whatsapp group created for this purpose, on the first day of your arrival onsite. Once completed and sent, LWD H&S will review and advise on the next steps to follow. If there is any slightest suspicion of COVID-19 or questionnaire answers indicate recent travel to high-risk countries (updated at <https://www.gov.uk/foreign-travel-advice> and <https://www.nhs.uk/conditions/coronavirus-covid-19/>), you should NOT enter site and immediately call a LWD representative.

The affected areas list is available online and can be found at <https://www.gov.uk/foreign-travel-advice>, and is based on the advice of the UK Government and WHO.

Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Location (where questionnaire is completed): \_\_\_\_\_

Date of completion (Day-Month-Year): \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

- 1) Have you been present in one of the affected areas in the 14 days prior to your arrival to LWD sites? YES/NO  
Note: Please note that passing through/stopover in these areas is considered the same as visiting.

If YES, please provide the country, province and/or city, as well as the date of departure from the affected area:

Country \_\_\_\_\_

Province \_\_\_\_\_

City \_\_\_\_\_

Departure date from affected area: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (Day-Month-Year)

Do you currently have any of the following:

- 2) Temperature above 37.5 degrees Celsius or fever? -YES/NO
- 3) Frequent sneezing or coughing? -YES/NO
- 4) Any signs/symptoms of lower respiratory illness (e.g. cough or shortness of breath)? -YES/NO
- 5) Feeling unwell, headaches, or any other acute health issues? -YES/NO

If you do, please, immediately call LWD when returning the questionnaire and BEFORE entering site.

At any time, if you develop the above symptoms, it is mandatory to seek medical attention, with advance consultation by phone. You must adhere to the personal hygiene guidelines in this guidance. LWD will be available to advice or assist you depending on circumstances.

## PRIVACY Information Notice

Your personal data will be processed to detect if you, as visitor or host to a LWD site, can potentially be a carrier of a specific virus or pandemic subject to a health crisis within the meaning of the WHO in order to ensure the tracing of visitors in the event of contamination and to manage the access to the site accordingly. The data processing is based on both the legal obligation and legitimate interest of Locally We Do... to protect its clients, staff and contractors from potential contamination.

We, as controller, process your personal data as follows:

### Data Purpose(s)

1 .

Identification data: Last name, first name, company/trading name

Unequivocal identification of the declarant in case of need

2 .

Countries/regions visited recently Determine if the data subject could be directly exposed in one of the countries or regions concerned with the current medical/pandemic crisis and manage access to Locally We Do... client sites accordingly

The above mentioned data will be stored in electronic and/or paper in a safe and secured file held by Locally We Do... LTD, for the period of your stay with a maximum of 14 days.

### Recipients

We disclose your personal data for the above listed purposes to the following recipients: Health and Safety consultant and medical service of the visited site, Emergency Services (including Fire & Rescue), Crisis Management Committee of Locally We Do... Ltd

Transfer: The Personal data so collected will not be transferred outside Europe but only in the UK, amongst the above recipients of the Locally We Do... Ltd group companies bound by the Locally We Do... Corporate Rules and only for the above purposes.

Your Rights as data subject: you have the right of access, rectification and erasure of your personal data, a right to restriction of the data processing concerning you.

To exercise such rights, you can contact the Managing Director.

Print\*:

Sign\*:

Date\*:

\*a confirmation that you read and understood the Privacy/Data Protection Notice will be considered acceptance