



COVID-19 PANDEMIC PROCEDURE

EMERGENCY PREPAREDNESS & RESPONSE

National Workforce Ltd's management team is responsible for

- Establishing a multi-disciplinary crisis for information sharing, decision making and revising arrangements in accordance with changing circumstances.
- Ensuring staff are trained on relevant information i.e. hand hygiene etc.
- Arranging for operational teams to work in alternative locations or at the back-up site or from home where the situation permits.
- Making arrangements to have staff on standby to cover increase requirements and reduce impact caused from staff absence and disruption to transport.
- Holding a meeting to ensure all management are aware of their responsibilities and the contents of this policy.
- Running business continuity test for shut down of office which should be less than 60 minutes to set up in alternative location.

ENVIRONMENTAL HYGIENE

It is a joint responsibility of management time and operational staff deployed on customer sites that

- Clients are informed of hygiene control at their premises.
- Cleansing and disinfecting office premises regularly are ensured.
- Infection control procedures are established including the acquisition of adequate protective equipment (e.g. hand gloves, liquid soap and disinfectants) for use by staff in case of need

STAFF SAFETY AND AWARENESS

For the reduction of the COVID-19 impact and safety & awareness of staff, we must concentrate on

- Reducing non-essential trips/meetings and using video or telephone conferencing facilities where possible.
- Making sure the contact numbers of staff remain up to date.
- Communicating to staff the steps taken by the institutions in preparation for the outbreak.
- Providing health advice and guidelines on the importance of good personal hygiene to staff through internal communications and training.
- Reviewing and where necessary, strengthening policies on medical provision, sick leave and other leave.

CO-ORDINATION WITH EXTERNAL PARTIES

In order to deal with external parties, we should consider

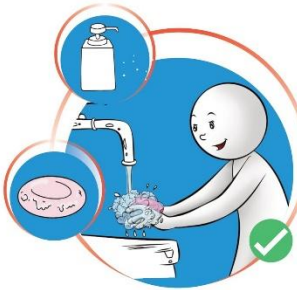
- Encouraging clients to use telephone or online facilities in place of physical visits and communicating any special service arrangements to clients clearly and timely.
- Checking with critical suppliers and major outside service providers to make sure that their contingency plan is adequate and can be activated at any time in face of a pandemic.

KEY STAFF TRAINING POINTS

Below are the key points that need to be covered during the staff training module for COVID-19

How to protect yourself and others from infection

Follow these good practices



Always wash your hands with soap and running water when hands are visibly dirty. If your hands are not visibly dirty you can use an alcohol-based hand rub or soap and water.



Contact your nearest health care provider if you have fever and either cough or difficulty breathing, along with a history of travelling to one of the epidemic countries.



Cover your mouth and nose with disposable tissue when coughing or sneezing and dispose of tissue immediately after use.



Cough or sneeze into your upper sleeve or bended arm if a tissue is not available.

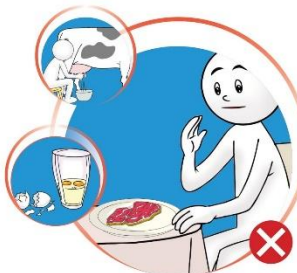
Things to avoid



Avoid close contact with people who have travelled from the areas experiencing an outbreak or those who show cold or flu-like symptoms.



Avoid direct unprotected contact with live farm or wild animals, as well as surfaces in contact with animals.



Avoid eating or drinking uncooked animal products, including raw meat, eggs and milk.



Avoid eating animals that have died of disease.

More Information

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

NHS Guidance - <https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/>

M. Aziz

Signed:

Position:

Managing Director

Date:

01/04/2026