

Coronavirus (SARS-CoV-2) Policy For Check Services Customers



Updated on 11th May 2020

The advice being produced by the UK Government is continually evolving as further details about Coronavirus are discovered. Coronavirus (SARS-CoV-2) is known to cause the disease COVID-19. Links to the UK Government website have been included where appropriate to ensure (as much as possible) this document remains up to date. A good source of information can be found using the following link - [Coronavirus \(COVID-19\): guidance](#)

Due to the nature of our work, Check Services field staff need to enter customers' premises to carry out our contractual obligations, which include scheduled service visits as well as additional visits to deal with any pest issues that may arise. The Pest Control has been classified as a critical sector in England by George Eustice, Secretary for State for Environment, Food and Rural Affairs. Whilst this has not been clarified in Wales and Scotland (we have no contracts in Northern Ireland) we can assume that our business is considered when servicing customers who themselves are classified as critical sectors.

As a consequence of this, we will be continuing to carry out services to our customers (see details below) unless: we cannot gain access to a shut site; where risk assessments establish a service is not safe; or where a safe system of working cannot be organised for any given task. Note that at all times we will be guided by government advice.

Service Disruption:

Disruption to our ability to service sites could come in various forms:

1. Staff sickness / self-isolation – A direct staffing issue and / or an indirect staffing issue (due to infection levels throughout our workforce).
2. Equipment / stock issues – A disruption to the availability of items that prevent Check Services from carrying out our work, e.g. a shortage of pest management products.
3. Customer shutdown – A customer may need to shut a site down temporarily due to an outbreak of Coronavirus, due to government advice or as a financial decision.

As part of our service escalation procedures, Check Services has split services into Categories 1 to 5, where Cat 1 services are the most critical to food and product safety. A full list can be found in [APPENDIX I below](#). Categorising services will enable us to alter the level of service provided in line with government advice or as Check Services reassess what is safe and appropriate.

As an example, as of 11th May 2020, Check Services are at 'Category 4'. We will be providing services up to, and including Category 4. This means that anything listed within Category 5 will be on hold or cancelled unless a site specific assessment recommends otherwise.

Service details:

- A number of our customers have introduced additional questionnaires to be completed prior to being allowed on their sites. These will be followed by our staff. There may be some customers who have procedures which are in excess of current Government guidelines; this may impact on service provided but we will work with our customers as best we can to ensure service continues where possible.
- Some customers have shut their sites or are considering shutting down for a period of time. Please refer to [APPENDIX II](#) for further details on our procedures.
- Where we have been forced to reduce elements of our service due sites refusing entry or where we are following government advice to minimise the risk of spreading Covid-19 then:
 1. Where feasible, we will try to catch up with visits where the time period is narrow
 2. If the shutdown period is longer then we will not catch back up with visits and the paperwork will reflect the gaps caused by Covid-19.

Procedures implemented for Check Services staff:

Please find below a summary of the key information provided to our staff to ensure they follow government advice, stay safe and minimise the risk of spreading Covid-19.

'If you have been in contact with someone with coronavirus or you are feeling unwell with a 'new cough', difficulty breathing or fever, stay at home and use the [NHS 111 online](#) coronavirus service or call NHS 111. You must follow the ['stay at home guidance'](#).

Note that you should now be able to get tested if you are feeling unwell. Full details can be found from the link – [Covid 19 testing](#).

If you consider that you have an underlying health condition and concerned that you should not be visiting customer sites or going to the office, then please speak to a Director to discuss the details and options. Government advice on who is considered vulnerable or at increased risk of serious symptoms from Covid 19 can be found within the government information relating to ['Social Distancing'](#).

Outside of work the advice is now:

- Stay at home as much as possible
- Limit contact with other people
- Keep your distance if you go out (2 metres apart where possible)
- Wash your hands regularly and as soon as you get home
- Self-isolate if you or anyone in your household has symptoms.

Updated 'Special Measures' for Check Services Staff:

Check Services staff should take additional precautions and ensure they are following any additional procedures implemented by our customers.

- A number of our customers are introducing additional questionnaires to be completed prior to being allowed on their sites. These must be followed. There may be some customers who have procedures which are in excess of current Government guidelines; this may impact on their service but is a decision for them to take. We will accommodate them as far as is practical; any questions then please ask Rory or Lewis.
- Staff should already be following strict hygiene procedures, but can all staff please ensure that they are following Government advice regarding basic hygiene procedures:
 1. *Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser (alcohol above 62%) if that's all you have access to.*
 2. *To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue away immediately. Then wash your hands or use a hand sanitising gel.*
 3. *Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.*
- We have introduced further requirements to reduce the spread including 'Social Distancing'. Further guidance can be found here - ['Social Distancing'](#). This link also highlights those who are classified as vulnerable or at increased risk of serious symptoms from Covid 19.

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- Please reduce interaction where possible whilst at work. This includes avoiding groups of people, writing up reports in vehicles where possible, minimising visits to customer sites (eg. postponing visits not within Category 1-4 as per Appendix I below). As we are considered a business critical service to the majority of our customers, we will be continuing to offer the key services but this will be subject to change. We have introduced various categories of services (See APPENDIX I below) to enable us to alter the level of service dependent on changes to government advice and by risk assessment. Treat these categories as the norm but a site specific assessment may result in a different category level. Please inform Admin@checkservices.co.uk if this is the case.
- If you attend a site and find that they are not taking suitable and safe precautions to minimise the risk of spreading Covid-19, then please stop servicing the site and ask a Check Services Director for advice. If appropriate, we will contact the customer and explain our findings and our actions.
- *As from 11th May and until further notice, the office will be staffed by only two - three people, with all others working from home. Whilst this will have little impact in many areas, it may mean a longer wait for the phone to be answered. It is recommended that for any requests you email admin@checkservices.co.uk since this can be picked up by all staff, whether in the office or working from home.*
- *The [Stay at Home Guidance](#) has now been updated and amongst other additions, recommends that if you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.*
- *Please carry on with all the ongoing hygiene recommendations previously noted in our policies and as per government advice.*
- *All staff with school age children, please consider what procedures you have to cover child care needs. Do you have a back up plan? Schools have now shut and there is a template available for completion to send to schools which requests that our staff can be considered key workers. Please ask if you would like further information.*
- *Please be aware of the signs of infection with Coronavirus, namely:
'The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:*
 - *New cough*
 - *difficulty in breathing*
 - *fever'*
- *Any Staff who think they may have symptoms of the Coronavirus are asked to use the [NHS 111 online Coronavirus service](#) and then follow their advice.*

Please contact me if you have any queries regarding the information within this document.

Thank you

Signed:

A handwritten signature in black ink that reads 'L. Jenkins'.

Name: Lewis Jenkins

Position: Managing Director

Date: 11th May 2020

APPENDIX I

Service Categories

Following an assessment of risk to products critical to the UK's ability to deal with the Coronavirus pandemic, we have split our service into categories. Dependent on Government advice, we will be providing services up to, and including, those listed below.

As an example, as of 11th May 2020, Check Services will be providing services up to, and including Category 4. This means that items listed within Category 5 will be on hold or cancelled unless a site specific assessment recommends otherwise. Similarly, services within categories 1 – 4 may not be possible if Check Services staff do not feel the working environment is safe

Category 1

Provision of:

- Emergency cover and critical follow up visits to customers linked to the governments designated critical sectors (list below or follow the link).

Category 2

Provision of:

- Routine servicing of critical sectors

Category 3

Provision of:

- Biologist visits
- Routine servicing to non critical sectors.

Category 4

Provision of:

- Electric Fly Killing Servicing

Category 5

Provision of:

- On site Pest Awareness presentations
- On site Review Meetings
- Proofing works to non critical areas

APPENDIX II

Site Closure Procedure:

- If customers take the decision to close a building or site, it is important that we are advised of this at the earliest opportunity to prevent aborted visits. The procedure is to email admin@checkservices.co.uk with the following information:
 1. Company Name
 2. Site address
 3. Contact name & telephone number
 4. Date of closure
 5. Estimated date of opening (if known). If unknown please confirm that it is until further notice. If it is known that the site is to permanently shut then please confirm.
- Some customers have shut their sites for a period of time or until further notice. Rest assured that during these periods the contract is still in place and we will still be ready and able to respond to any issues you may have.
- Note that where access has been prevented, there may be conditions within properties that will allow pests to breed, resulting in infestation issues. The longer the closure, the higher the risk of significant issues.
- Some customers will re-open a site to find that immediate treatments will be required to clear infestations. A re-opening treatment may be required and where they are, a charge may be applicable to get the site back up to the standards required for food production. We will advise you at the time if this is the case.
- If a customer wishes to permanently close a site or wishes to terminate a contract, then the normal notice period will apply from the date we are informed in writing.