

Covid-19 Policy For Check Services Customers



Updated on 4th January 2021 – (Updates in orange)

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 of State for Environment, Food and Rural Affairs. In Wales we can assume that our business is considered essential when servicing customers who themselves are classified as being 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.
4. Customer rules preventing Check Services staff access to site – This could be due to internal rules relating to our staff living, or working, in areas registered **with a higher infection**, or in a region with differing rules (eg. regions of Wales).

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. Amendments and additions to categories have been made and the level is dependent on regional variations or in the case of England, the current lockdown.

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. An example of this may be a customer preventing access to our staff because they live (or have worked) in a region with a higher Covid (Alert) Level.**
- We request that where factory clothing has to be worn by our staff, the clothing provided is either new or has had limited use and been sanitised prior to being given to our staff.
- 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:

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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](#). Note that the isolation period for Covid-19 is 10 days from the point at which the symptoms are noted.

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](#)'.

Please ensure that you follow any 'National or Local Restrictions' that may be in place. Details can be found as follows:

England - <https://www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19#areas-with-local-restrictions>

Wales - <https://gov.wales/local-lockdown>

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)
- Wear face coverings inside when moving round in public areas
- 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.*

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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. Wear a suitable face covering when you are working internally on a customer site in 'public' areas. As a minimum, follow any guidelines in place for the customer regarding face coverings.
 4. 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.
 - 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.
 - *The office is currently 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 **10 days**. The 10-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 most important symptoms of COVID-19 are recent onset of any of the following:*
 - *a new continuous cough*
 - *a high temperature*
 - *a loss of, or change in, your normal sense of taste or smell (anosmia)'*

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- 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. Note that the isolation period for Covid-19 is **10 days** from the point at which the symptoms are noted.

Information for Check Services Staff working together:

- The first question is, do you need to work together? **If not, then don't - Please contact Lewis, Rory, Rachel or Paul to discuss any situation where you need to work as a team.**
- You must maintain social distancing in the workplace wherever possible.
- Where the social distancing guidelines cannot be followed in full in relation to a particular activity, you should consider whether that activity needs to continue and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff.
- Objective: To maintain 2m social-distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.
- Additional mitigating actions include:
 - further increasing the frequency of hand washing and surface cleaning
 - keeping the activity time involved as short as possible
 - using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
 - using face coverings or PPE to reduce the potential spread of coronavirus
- **Where Check Services staff have worked together, please make note of who, where, when and for how long. Note whether you needed to work in close proximity for longer than 15 minutes. Please record this on your Regional WhatsApp group (if you have one) or with the office if not. This includes visits to the office. Using the NHS Covid-19 Contact Tracing App should provide this data but please keep note yourselves.**
- **Servicing Fly Killing Units** – Due to the recent increases in infection rates –
 - EFK servicing does not require 2 staff – only service using 1 member of staff
 - EFK servicing with a mix of units which require 1 or 2 staff – Only service the units which are accessible by 1 person. Please write in report and note on trending that 'following an assessment, units requiring 2 staff have not been serviced this quarter'.

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: 4th January 2021

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.

There are different systems in place dependent on country (and in some cases, region). Check Services will continue to use the Category system to provide a 'sliding' scale of service. The current level of service within England is Category 4 (colour coded as Green for services provided and Red for those not included)

Please note that if our status below recommends carrying out a service, this is only if a safe system of work is in place and can be carried out safely. Note the new notes on Check Services staff working together.

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 (where they can be carried out with 1 member of staff)
- Proofing Work to critical areas

Category 5

Provision of:

- Electric Fly Killing Units requiring 2 staff to service.
- Proofing works to non critical areas
- On site Pest Awareness presentations
- On site Review Meetings – (unless discussed as part of a Biologist close out meeting).

APPENDIX II

Site Access Restrictions / Site Closure Procedure:

Site Closures

- 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.

Access Restrictions

- There may be situations where a site remains open and Check Services have assessed that servicing can continue, but the site itself considers otherwise.
- Where a site remains open but prevents all, or some of our services then initially we will try to rearrange the visit(s) at a later date. However, there comes a point where, due to scheduling, the work / visit(s) will be cancelled. Please note that in these circumstances, the provision for the scheduled services are still being offered and it the site's decision to deny our staff entry. The site(s) will continue to be liable for the costs of the servicing contract in these circumstances.