



Business Continuity Plan - Response to Coronavirus (COVID-19)

Following the government announcement to implement strict new measures on movement amidst the Coronavirus (COVID-19) crisis, we wish to share with our customers the systems we have put in place and continue to monitor as part of our on-going **business continuity plan**. We hope this provides some level of assurance and clarity at this difficult time.

Inline with the Government position, we are currently still providing critical building services on site, following Public Health England guidance on social distancing as well as the additional procedures we have put in place.

Office staff are working from home where possible but are contactable.

Many of our services are vital to keeping NHS healthcare facilities, care homes and emergency services operating during this time. Furthermore, across all premises the maintenance services we provide are essential for the safety of people and we take this responsibility seriously.

Legal requirements haven't changed, the Health and Safety at Work Act is in force during this outbreak and the risks still need to be managed. Now, more than ever, it's important to be mindful about Legionella control. Any illness that affects the respiratory system, if combined with COVID-19*, will likely have a high mortality rate and Legionnaires disease in one such illness. ***COVID-19 is prevalent in comorbidity**

This is clearly an evolving situation and we are continuing to reassess where we are on an almost hourly basis but for the time being we keep going.

We will of course communicate any changes to our position following further Government announcements. Should you have any questions or require any further information then please do not hesitate to contact us.

A handwritten signature in black ink, appearing to be 'G. S. & Co.'

MANAGING DIRECTOR, SMS ENVIRONMENTAL LTD

VIEW: Advice for Legionella Control During the COVID-19 Outbreak



Legionella
Control
Association
KEEPING WATER SYSTEMS SAFE

SMS ENVIRONMENTAL HEAD OFFICE

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BECQUEREL AVENUE
HARWELL CAMPUS, DIDCOT OX11 0RA
TEL: 0800 138 21 21



Crisis Management Team

We have set up a crisis management team to take control of our business continuity plans and the people involved consist of the most senior representatives of our business and nominated deputies who will take ultimate responsibility for decision-making.



Additional On Site Procedures

For your assurance our workforce have been briefed on further precautions, had reiterated the importance of safe operation within your premises, and will follow an update to our procedures as well as follow guidance from Public Health England. On request we will make available a copy of our **RAMS137 - Access to sites during COVID-19 (Coronavirus)**



Increase to Onsite PPE

Additional, disposable PPE has been provided to all site operatives, including masks, gloves and as required disposable overalls, outlined in **RAMS137 - Access to sites during COVID-19 (Coronavirus)**



Operations

Office and support staff mobilised to work remotely from home, phone lines forwarded where necessary



Communications

- Daily updates are shared between the account management and Crisis Management Team. Updates are provided every morning and are on going.
- We have increased the communications with our customers point of contact/Responsible Persons via regular email, telephone and social media updates.

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Business Continuity Update



94.6%

Engineering Team
Remain Operational



97.5%

Monthly Tasks
Completed or
Scheduled

*Figures taken March 2020.
Of 74 Engineers, 70 active. Of 9658 scheduled
engineering tasks 227 cancelled to date.*



BE SAFE WITH SMS ENVIRONMENTAL CONTACT US

ENQUIRIES@SMS-ENVIRONMENTAL.CO.UK

HEAD OFFICE, SOUTH & S.E - **01235 835 835**

SCOTLAND - **01698 907 770**

WALES & S.W - **0292 105 1110**

CENTRAL & NORTH - **01332 588 114**



HR

- COVID-19 Screening Questionnaire completed by all staff.
- Kept staff regularly updated with the most recent advice and support provided by PHE and other Government Bodies.



Supply Chain

Our key supply chain have been contacted/checked for availability, preferred suppliers are still business as usual, where this changes, alternatives are already in place.



IT Infrastructure

- All office staff have been supplied hardware to work remotely from home
- Phones lines forwarded
- All cloud based IT infrastructure, Hosting Servers and Internet providers reporting business as usual status

Offer to Support

SMS Environmental have agreed to support our customers further by offering **additional outlet flushing services during this period of mothballing/reduced use at cost to SMS oppose to standard contracted rates**. Please contact your account manager to discuss your requirements further.

Safe Workforce Procedures

For your assurance our workforce have been briefed on further precautions, had reiterated the importance of safe operation within your premises, and will follow update to our procedures. On request we will make available a copy of our **RAMS137 - Access to sites during COVID-19 (Coronavirus)**

