

## Coronavirus (COVID-19) update Monday 30 March

Dear Customer

Since our last communication on the actions IWS Water Hygiene were taking to deal with the threat posed by Coronavirus, the situation continues to move rapidly. We would like to take the opportunity to provide you with an update on the actions we are taking to respond to the coronavirus outbreak.

Our primary objectives still remain to protect our staff from the risk of infection and to maintain, so far as possible, a continuity of service.

We continue to provide our staff with regular information regarding the actions to take to avoid infection such as handwashing etc. We have reduced all offices to a very small skeleton staff operating social distancing rules and stopped non-essential footfall, whilst maintaining or enhancing the cleaning regimes in those offices. We have identified and made provision for the protection of all vulnerable persons within our organisation.

All face to face meetings have been stopped and we are using tools for online meetings such as Microsoft Teams and conference call facilities. All our internal teams are working from home and have at least daily contact from their line management to ensure we maintain an inclusive environment in such a different working pattern.

Our field staff completing essential works on our customer sites are instructed to take extra care and identify any increased risk of exposure to Covid-19 as part of our pre-work risk assessments as well as specifically asking for information when attending site and reiterating the need for social distancing.

To date our prevention strategy continues to be effective and whilst we have an increased level of staff absence due to self-isolation and the need to care for dependents due to school closures, we also have people returning to the business as well as managing redeployment from the non-essential areas of our business, enabling us to continue to provide an essential works compliance service delivery.

We have daily senior management team reviews to allow us to quickly identify any issues within our operational capability and adjust our planning. We continue to develop and amend plans for business continuity in line with our group arrangements.

As the situation continues to develop rapidly, we are keeping our plans under constant review and will continue to work with our customers. To that end we would draw your attention to a statement from one of our key customers to support our strategies to continue to deliver as comprehensive a service as circumstances will allow.

Please do not hesitate to contact your normal IWS contact or email [contact@integrated-water.co.uk](mailto:contact@integrated-water.co.uk) should you have any queries or need assistance.

Thank you for your continued support.

## **IWS KEY CUSTOMER STATEMENT**

Over the past week one of our key customers has had many conversations with the Ministry of Housing, Communities and Local Government, the HSE, the Regulator, Public Health England, as well as other Housing Associations.

The instruction from Government was that they had to find a balance between containing the spread of the virus and maintaining the delivery of essential safety critical works.

*“I am emailing to confirm that we are moving to an emergency and essential repairs only service. Essential repairs includes works that maintain or improve public safety such as legionella monitoring. However to get a balance we are moving to a risk based approach with immediate effect”.*

### **LRA's & LRA Reviews**

*We will suspend all Water Safety Risk Assessment reviews unless there's been a material change e.g. a new heating and hot water system or change/ reduction in use. We will be carrying out a review of planned improvements over the past 12 months to identify any changes and also a review where we have temporarily closed or partially closed offices whilst staff work from home”. “The team will advise you of any locations we wish you to re-assess but the rest of the program will be suspended. Once the travel ban is lifted we will need to agree a plan to re-mobilise and catch up with the back log of reviews.*

### **Monitoring**

*We consider this essential so this must continue as business as usual.*

### **Recommendations/ Remedial Works**

*Priority 1) Buildings with high risk remedial works (if possible pick up any medium and low recommendations in the same building at the same time)*

*Priority 2) Buildings with medium risk remedial works but no high risk remedial works.*

*We will no longer carry out works in:*

*3) Buildings with low risk remedial works but no medium or high risk remedial works these will be deferred to a later date once the travel ban is lifted.*

*We will identify which works (if any) require access to a residence. It is anticipated that most will be completed in communal areas.*

*We will also shortly be issuing letters for you to give to your operatives stating you are working on our behalf and we consider your work to be “essential”. This is for your operatives to show to the police if they are stopped and challenged”.*

## What You Can Expect From IWS Water Hygiene

### Maintain distance

In all activities we need to maintain distance from other people. Operatives are not sharing vehicles and will maintain a two-metre distance from all other people at all times.

Standard procedures for entering a property where it is necessary to do so to carry out an essential task will be followed:

- Knock on the door and stand back at least two metres waiting for the door to be answered
- Ask the site contact if anyone in the premises is isolating or has anyone in the property had a persistent cough or temperature within the last 14 days
- Ask the contact if anyone in the property is over the age of 70 or is vulnerable to coronavirus due to health conditions
- If isolation, symptoms or vulnerability are confirmed, do not enter the property
- Contact your line manager recording no access due to isolation (an authorised leader will need to conduct a risk assessment before permission to enter the property is granted)

Before entering a property, a risk assessment is conducted to establish if entry should be permitted and the level of precautions to be taken.

The wearing of facemasks to protect against the virus is not recommended for general working but high standard of hygiene and disposable gloves are.

Access to any property where Coronavirus vulnerability is present or where there is potential Coronavirus infection, access will not generally be permitted. In cases of extreme circumstances where there is a threat to life or property a site specific safe system of work will need to be drawn up and agreed by member of the senior leadership team.

### Entering the property: Level 1

- Operatives will have applied hand sanitiser or washed your hands before entering the property
- Will stay at least two metres away from other people at all times
- Ask others to move to a different room whilst working
- If we suspect anyone is displaying symptoms of Coronavirus during the visit or if social distancing measures of at least two meters is not observed, we will leave immediately and contact line management
- Avoid contact with surfaces and items that you do not need to be touched
- On leaving the property wash hands or use sanitiser
- Clean tools and other equipment used during the visit using standard cleaning products with anti-viral properties.

### Entering a property with a vulnerable person or potential exposure to Covid-19 – Level 2

Access to the property of a vulnerable person **must not** go ahead without the permission of a senior team manager with an agreed site specific safe system of work.