

Heritage – COVID-19 – Contingency policy

As the World Health Organisation have now declared Coronavirus (Covid-19) a pandemic, increasing outbreaks in Europe means the Government has announced it can no longer contain the spread of the virus. We are therefore writing to make you, as a Contractor, aware of the precautions to be carried out when visiting any of our sites.

If you/and or your immediate family have returned from Iran, “special care zones” in South Korea, specific Lockdown areas in Northern Italy, or any other areas outlined on the Government website. This is not an exhaustive list please check the Government Website for a full list **OR** if you have been in contact with someone who has been diagnosed with the Coronavirus and have developed symptoms, however mild, you must self-isolate and call NHS 111 immediately.

Government guidelines requires the communal areas to be cleansed. We would therefore request cleaners of blocks carry out the duties below, (although we are sure that already do and as such this is not a reflection on your work). Cleaners should carry out the following: -

- Please clean the following with antibacterial wipes/disinfect, door handles in all communal entrances, external intercom panels, press buttons to lifts, handrails and all other hard surfaces.

ALL contractors visiting sites must carry out the following: -

- Use hand sanitiser or preferably wash your hands before entering the premises. We would also suggest you use sanitisers or wash you hands after leaving site for your own protection.
- Do not touch your eyes, nose or mouth if your hands are not clean.

We thank you for your understanding and co-operation.

Currently Heritage if operating a normal service, however, there may be issues if any of our staff are affected or if directives are issued from the Government or the World Health Organisation. In the worst-case scenarios, we have the following in place to provide continuity of service:

- We have planned with all staff for home working.
- Office phone lines during working hours, will be diverted to a member of the team and messages relayed to Property Managers, if call back is required.
- Accounting procedures will continue unaffected including processing payments to contractors. Processing times from approval of invoice is currently up to 7 days. Dependant on restrictions imposed, these timelines may be slightly delayed.
- It may be that we are unable to progress issues, as we expect contractors and service providers to have their own issues when engineers become unable to attend site. Furthermore, we could not request third parties attend any site where we are made aware of contagion, self-isolating people or potential risk of infection. Site visits from our staff will also be curtailed during any cessation period imposed.