



Bellrock COVID-19

Customer and Site Team Information Pack

Last updated: 22.04.2020



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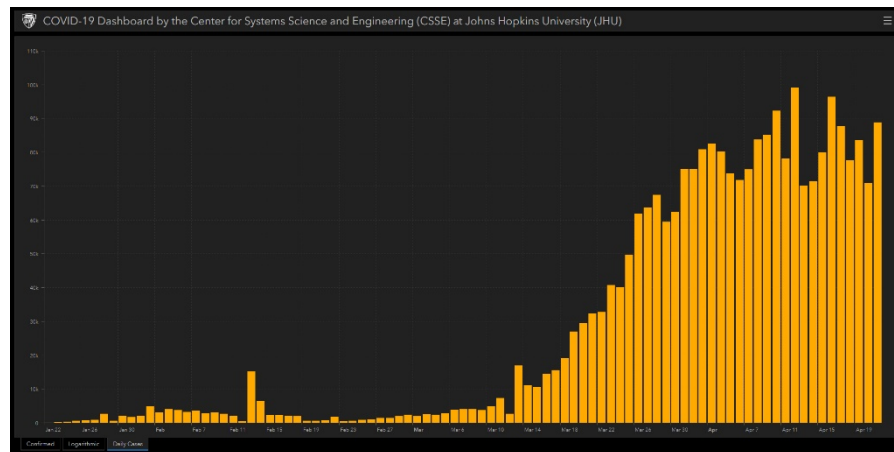
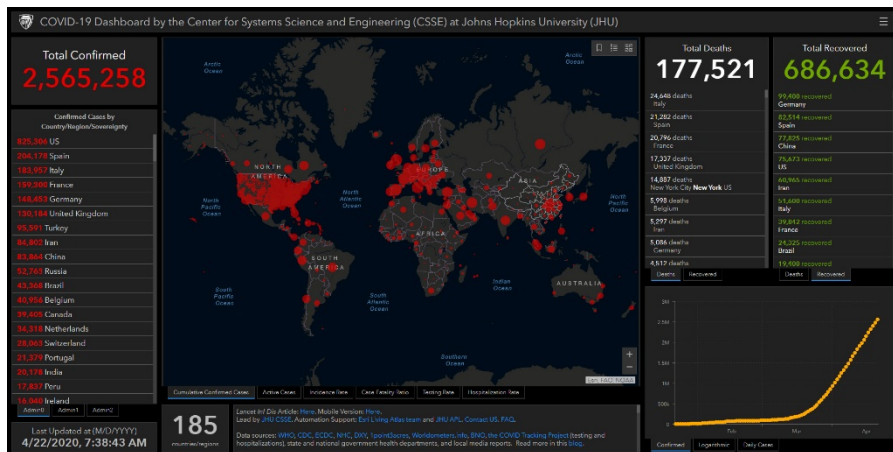
Media Enquiries: How will Bellrock respond?

COVID-19 Global and UK Update

Global Update (22.04.2020):

Statistics show that 83,864 people in China have now been infected with coronavirus since its emergence in the city of Wuhan, Hubei province, in December.

It has now been identified that there are 2,473,002 cases outside China, according to World Health Organization (WHO) figures. As of the 22nd April, the US has now had the most cases outside of China, overtaking Italy and Spain.



Global COVID-19 Map

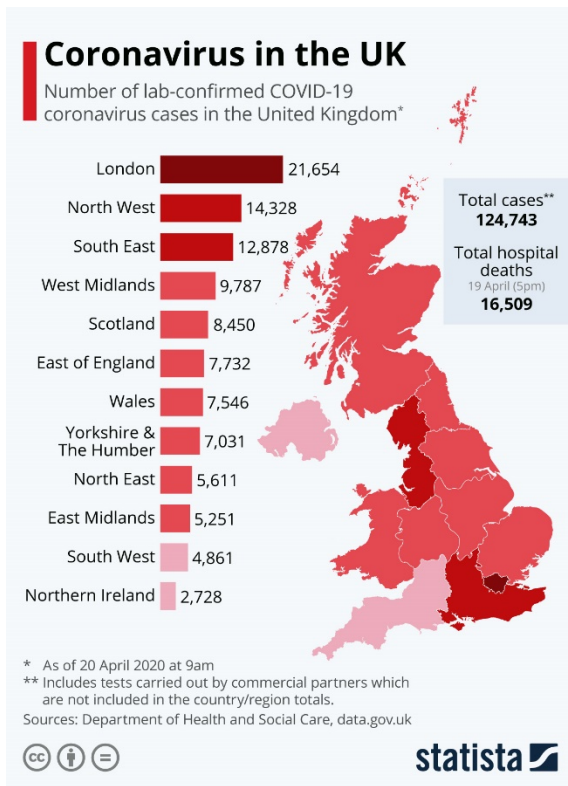
COVID-19 Global and UK Update

UK Position Update:

More than 124,743 cases of the coronavirus have been confirmed in the UK, and is presenting significant challenges to the country.

As of 9am, 21st April 2020, 397,670 people have been tested in the UK, of which 129,044 were confirmed as positive. As of 5pm on 20 April, of those hospitalised in the UK who tested positive for coronavirus, 17,337 have died. The latest information about the situation in the UK, along with guidance for what to do if you think you're at risk is below.

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>



Government phased response to coronavirus

Containment phase

Aim - Prevent disease taking hold as long as possible



Trace and isolate first cases and close contacts



Establish expert team and ensure supply of key medicines

Delay phase

Aim - Slow spread of virus, with the following options:



Ask those with minor symptoms to self-isolate



Limit large gatherings



Encourage home working



Close schools

Mitigation phase

Aim - Ensure treatment for worst cases and minimise impact on society, with the following options:



Delay non-urgent care and employ retired medical staff



Instruct emergency services to cover critical functions only

Research - ongoing



Research to better understand the virus



Pool international knowledge

Source: UK government, Public Health England

BBC

What is Bellrock doing?

What is Bellrock doing?

The established Bellrock COVID-19 Taskforce is meeting daily to coordinate and manage the response until no longer required. The group has full decision-making autonomy to effectively manage, and lead the response to, the current and future risk of COVID-19 for our teams, partners, clients and occupiers. Our CEO leads the group along with key Bellrock board members and 'Heads of Departments' to ensure we have the latest and best advice to serve our customers and keep our staff safe

Our service partners are a critical element of our response to COVID-19 and the Bellrock Supply Chain Management Team have been engaging regularly with the entire supplier framework network.

A Risk Mitigation strategy is in place for all key service lines across our supplier framework network. Areas of consideration include:

- Availability of critical equipment
- General product availability and potential delays in logistics.
- Workforce restrictions / shortages

Currently there are no immediate concerns in their ability to deliver services to the contractual standard and business continuity plans are in place.

What is Bellrock doing?

Specifically for our framework cleaning partners (Atlas/Churchill/OCS), we can confirm that at this time they all have:

- Enhanced Cleaning procedures to ensure common touch points are being cleaned more frequently and procedures are in place to manage cleaning of potentially contaminated areas.
- Appropriate cleaning materials/chemicals are currently available, and suppliers are working to maintain stock.
- Appropriate Personal Protective Equipment to perform cleaning is available.
- Staff trained on the correct cleaning procedures.
- Suitable arrangements for the disposal of contaminated waste following a clean.

Wider Supply Chain

Our Supply Chain Management team are facilitating a bi-weekly calls with our key providers to update their status and ensure that they work together and collaborate where there are specific critical areas. This should include sharing resources and employees where there is risk of service delivery failure if necessary.

For non-framework suppliers, we expect that the same approach and understanding of current capability from our service partners is in place.

As the COVID-19 situation develops so does our response. We are now working collaboratively with our service partners to enhance BCP arrangements in order to maintain critical levels of service in the event of widespread UK travel restriction / disruption.

Our aim is to:

- Continue with building cleaning and maintenance programmes to normal levels as possible.
- Where this is not possible there will be local plans to maintain critical building safety systems and staffing levels – reducing the risk of building closure.

Preparedness Planning

Preparedness Planning

A Risk Mitigation strategy is in place for all key service lines across our supplier framework network and is in a state of constant review.

Areas of special consideration include:

- Service Partner Business Continuity Plans,
- Availability of critical equipment,
- general product availability and potential delays in logistics.

Currently there are no immediate concerns in our service partners' ability to deliver services to the contractual standard and business continuity plans are in place. This will include sharing resources and employees where there is risk of service delivery failure if necessary. This is very fluid and we are carefully watching the latest government guidance in order to ensure service continuity and the safety of our staff

Bellrock also has Business Continuity Plans (BCP) which includes scenarios where workers may be prevented from accessing their usual place of work. The plan in this case would typically involve working from an alternative location but could include working from home or other remote locations. Bellrock has a robust IT infrastructure and can access business systems and communications platforms remotely. Specific guidance around our BCP planning is contained later in this pack.

Preparedness - Definitions

Definitions

- **Well Person**– Person with no symptoms and is not needing to self-quarantine due to travel or close contact with confirmed case.
- **Illness Case** – a person displaying mild respiratory flu-like symptoms with no known contact with a confirmed case or travel to a country identified as higher risk.
- **Suspected case** – a person displaying respiratory flu-like symptoms with known contact with a confirmed case or has travelled to one of following nine APAC countries/territories: China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia, Macau or northern Italy* (*north of, and not including, Pisa, Florence and Rimini);
- **Confirmed case** – a person who is confirmed by the NHS as having contracted the COVID-19 virus.

How long any respiratory virus survives will depend on several factors, for example:

- What surface the virus is on
- Whether it is exposed to sunlight
- Differences in temperature and humidity
- Exposure to cleaning products

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 72 hours.

We know that similar viruses are transferred to and by people's hands. Therefore, regular hand hygiene and cleaning of frequently touched surfaces will help to reduce the risk of infection.

See [handwashing guidance](#).

Supply Chain Risk Mitigation Summary

Category	Segment	Nature of Risk	Agreed Mitigation		RAG	Last update
Cleaning	Availability of critical spares	Unavailability of facemasks / sanitiser	We have strategic relationships with key suppliers who are supporting in obtaining critical PPE and ensuring our healthcare sites are protected. We have lead times of approx. 1-2 weeks		Yellow	22.04.20
	General product availability	General cleaning consumables	Cleaning consumables are in high demand. General supply is as normal, however paper products have increased lead times		Yellow	22.04.20
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	Assess the fundamental cleaning needs of the building site, review cleaning regime so key tasks are completed i.e.; stop vacuuming and divert labour to clean high touch point areas. Assess labour needed to carry out these tasks and support where possible with additional labour / mobile teams / overtime from alternative contracts. This is a case by case basis as each individual and location will be different.		Yellow	10.03.20
		Impact to business continuity if an area / town / city is quarantined	Assess the fundamental cleaning needs of the building and the labour needed to carry out these tasks. Support where possible with additional labour / mobile teams / overtime from alternative contracts. This is a case by case basis as each individual and location will be different. In the event of quarantined areas staff would follow the advice of PHE and the likelihood would be that the local sites they service would be affected and shut down too. In the event that they are in a separate area staff would be brought in from other Bellrock managed sites to support site on a minimum spec basis. Bellrock have a strong network of cleaning providers able to support on a national basis. Each provider has employees local to site so travel restrictions won't impact on the ability to travel to site.		Yellow	22.04.20
	Other	Government interjection	Public Health England requested 4,000 bottles of hand sanitiser ordered by a Bellrock cleaning partner.		Green	10.03.20

Supply Chain Risk Mitigation Summary

Category	Segment	Nature of Risk	Agreed Mitigation	RAG	Last update
Security	Availability of critical spares	Equipment and parts for systems	Major equipment is sourced globally. At present there is no limit on obtaining parts outside of standard lead times.	Green	22.04.20
	General product availability	Equipment		Green	22.04.20
	Delay in logistics	Stock unavailable		Green	22.04.20
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	We are refining all site plans with the FM and Retail community to operate with less staff, and then what we do in the event of full lock down of the site.	Yellow	16.03.20
		Impact to business continuity if an area/town/city is quarantined.	Our supply chain have mobile officers and have a lot of vetted reserves to call upon, including. In this event a building may be locked down anyway, so we will secure it and can use additional vacant property measures throughout the quarantine status.	Yellow	16.03.20
	Other	Staff issues	All Staff have been briefed via tool box talks and have been issued with hand sanitisers.	Yellow	16.03.20
Grounds maint.	Availability of critical spares	Eg: lawnmowers breaking down	Warehouse / repair centre will replace equipment based on a 24 hr turnaround KPI	Green	16.03.20
	General product availability	General items	Low. All products can be sourced via local suppliers if needed	Green	16.03.20
	Delay in logistics	Vehicles being out of action	Ensure another local operative team attend to carry out required tasks	Yellow	16.03.20
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	Staff are expected to make senior management aware urgently if they will not be able to attend work. Drag and drop staff from other sites where applicable to complete workloads. Ensure essential work is prioritised (healthcare) and adopt a common sense scenario on less essential work (grass cutting)	Yellow	16.03.20
		Impact to business continuity if an area / town / city is quarantined.	No communications in place at this stage. Regular reviews are being carried out on this subject as official Government advice/protocol is given and will be implemented accordingly	Yellow	16.03.20
	Other	n/a	n/a	Green	16.03.20

Supply Chain Risk Mitigation Summary

Category	Segment	Nature of Risk	Agreed Mitigation	RAG	Last update
Waste Mgmt.	Availability of critical spares	Eg: Unavailability of spare parts for mechanical compactor bins	Batch of spares in stock with suppliers at all times	Green	16.03.20
	General product availability	Eg: Shortage of waste/recycling bins	Drag and drop additional bins as and when required from existing sites	Green	16.03.20
	Delay in logistics	Traffic delays preventing timed collections and pickups	Regular checking of traffic heat maps, source alternative routes where applicable	Yellow	16.03.20
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	Agency staff are on standby to complete tasks should staff not be able to attend work due to childcare. Supplier in constant liaison with sub contractors to be informed immediately should staff not be able to attend work	Yellow	16.03.20
		Impact to business continuity if an area / town / city is quarantined.	No communications in place at this stage. Regular reviews are being carried out on this subject as official Government advice/protocol is given and will be implemented accordingly	Yellow	16.03.20
	Other	n/a	n/a	Green	16.03.20
Front of house	Availability of critical spares	Uniform requirements for staff at short notice	Ensure each employee has additional uniform / kit should they require it in an emergency	Green	16.03.20
	General product availability	Lack of office supplies (stationery, etc)	Regular reviews of stock – top up as and when necessary	Yellow	16.03.20
	Delay in logistics	Transport issues resulting in staff being late	Advise client / manager of any issues ASAP	Yellow	16.03.20
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	Staff encouraged to try and get emergency child cover arranged in advance of school closures if possible. Supplier will pull other staff from existing sites to provide emergency cover and get urgent agency staff to cover the gaps. Alternatively remote Account managers will provide the cover to ensure sites are manned	Yellow	16.03.20
		Impact to business continuity if an area / town / city is quarantined	Account Managers provide regular updates regarding situation to customers. Remainder of teams on "standby" should situation to drap and drop staff occur and is safe to do so.	Yellow	16.03.20
	Other	n/a	n/a	Green	16.03.20

Supply Chain Risk Mitigation Summary

Category	Segment	Nature of Risk	Agreed Mitigation	RAG	Last update
M&E Maint.	Availability of critical spares	Eg: Unable to procure spares which originate in China	Batch of spares in stock with suppliers at all times		16.03.20
	General product availability				16.03.20
	Delay in logistics			Parts held up due to issues in China or delayed shipping	
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	We have a robust network of approved sub-contractors who could assist in the event of extended illness.		16.03.20
		Impact to business continuity if an area / town / city is quarantined.	Account Managers providing regular checks and updates regarding situation to clients. In the event of a major shortage of engineers, site works could be restricted to essential H&S works only although this is not seen as likely at this time. Healthcare tasks will take priority		16.03.20
	Other	Reduced labour due to illness	Higher utilisation of our network of approved sub-contractors to cover requirements		16.03.20
Lifts & escalators	Availability of critical spares	Eg: Unable to procure spares which originate in China	The vast majority of our spares will come from European or UK suppliers which will limit any risk		16.03.20
	General product availability				16.03.20
	Delay in logistics			Parts held up due to issues in China or delayed shipping	
	Resourcing issues	Employee ability to get to work due to closure of schools impacting parents / carers	In the event of an employee needing to stay off work due to their childrens school being closed we would be able to move existing employees around to cover (as we do with holiday periods) or utilise engineers from our pool of approved sub-contractors		16.03.20
		Impact to business continuity if an area / town / city is quarantined.	In the event of an employee not being able to get into work due to the area they live in being in quarantine we would be able to move existing employees around to cover (as we do with holiday periods) or utilise engineers from our pool of approved sub-contractors		16.03.20
	Other	Reduced labour due to illness	Our engineers live in varied locations and it would be unlikely all would be effected. In addition we have a robust network of approved sub-contractors who could assist in the event of extended illness.		16.03.20

Preparedness – Cleaning Guidelines (common areas)

Level 1 Preventative measures	Level 2 General Illness (Enhanced Service)	Level 3 Suspected Case (Pre-emptive clean)	Level 4 Confirmed Case (Full disinfection)
Supply Chain produces X2 per week updates on product stock levels for Operations	Additional hours to increase cleaning regimes focusing on touch points. Supply Chain supports Client Business Continuity Plan with responses and actions.	Complete localised viricidal clean of areas where the suspected case has spent any time. (Eg: Desk areas, meeting rooms, washrooms, etc)	Supply Chain will support in line with Local Health Protection teams from Public Health England who will advise actions and precautions.
Move to enhanced sanitising chemicals.	Viricidal cleaning agents used on surfaces.	Use of Viricidal cleaning agents on all areas (requires areas being cleaned to be vacant for up to 30 minutes aer cleaning).	
Provide sanitiser gels common areas *subject to availability)	Supply Chain arranges cost estimate for Deep Sanitisation Clean where requested.	Specialised cleaning service providers engaged where appropriate.	
Change to cleaning regime to enhance key transmission area cleaning	Supply chain to source and supply client specific Personal Protective Equipment		

Suspected & Confirmed Case Decision Making Process & Response

Decision Making Process & Response

Example: Suspected case in demised area	Bellrock Site Team & Service Partners	Affected Occupier (Recommended guidance only)	Affected Occupier (Recommended guidance only)	Client
Day 1	<ul style="list-style-type: none"> Inform Bellrock client team (who will inform client), Bellrock COVID-19 Taskforce & building occupiers. Contact Public Health England if occupier hasn't done so Arrange enhanced clean of impacted demised areas Arrange overnight deep clean of impacted demised areas 	<ul style="list-style-type: none"> Inform Bellrock site team Contact Public Health England Arrange enhanced clean of impacted demised areas Arrange overnight deep clean of impacted areas Prepare activation of Business Continuity / Disaster Recovery Plans 	<ul style="list-style-type: none"> Aware Prepare activation of Business Continuity / Disaster Recovery Plans 	<ul style="list-style-type: none"> Aware but no action required
Day 2	<ul style="list-style-type: none"> Confirm actions taken and current status to Bellrock client team (who will inform client), Bellrock COVID-19 Taskforce and building occupiers 	<ul style="list-style-type: none"> Confirm actions taken and current status to Bellrock site team 		

Definitions

- **Well Person**– Person with no symptoms and is not needing to self-quarantine due to travel or close contact with confirmed case.
- **Illness Case** – a person displaying mild respiratory flu-like symptoms with no known contact with a confirmed case or travel to a country identified as higher risk.
- **Suspected case** – a person displaying respiratory flu-like symptoms with known contact with a confirmed case or has travelled to one of following nine APAC countries/territories: China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia, Macau or northern Italy* (*north of, and not including, Pisa, Florence and Rimini);
- **Confirmed case** – a person who is confirmed by the NHS as having contracted the COVID-19 virus.

Decision Making Process & Response

Example: Confirmed case in demised area	Bellrock Site Team & Service Partners	Affected Occupier (Recommended guidance only)	Affected Occupier (Recommended guidance only)	Client
Day 1	<ul style="list-style-type: none"> Inform Bellrock client team (who will inform client), Bellrock COVID-19 Taskforce and building occupiers 	<ul style="list-style-type: none"> Inform Bellrock site team Contact Public Health England Activate Business Continuity / Disaster Recovery Plans 	<ul style="list-style-type: none"> Aware Activate Business Continuity / Disaster Recovery Plans 	<ul style="list-style-type: none"> Aware but no action required
All parties plus Public Health England Take decision on building continuity				
Building shutdown	<ul style="list-style-type: none"> Prepare for building shutdown and liaise with service partners for full disinfection of affected common areas 	<ul style="list-style-type: none"> Prepare for building shutdown and liaise with service partners for full disinfection of demised areas 		
All parties plus Public Health England Take decision on building reopening				

Frequently Asked Questions

Bellrock Business Continuity Planning

Overview

Now that the Government has published its response plans and there has been a further increase in coronavirus cases, both in the UK and elsewhere in the world, we have stepped up our response to planning for a range of coronavirus scenarios. Safeguarding our customers, employees and supply chain has always been our first priority. Our plans are already well-advanced and we will continue to develop them further over the coming days and weeks as we seek to make sure we can meet everybody needs in the event of a major outbreak. .

To reiterate, with the current accelerating spread of the virus particularly across western Europe we have assessed what measures we need to implement to ensure:

- The safety of our staff
- The continuity of our service operations both centrally in Leicester and out on customer sites
- The performance and continuity of our critical, essential and non-essential supply chain

The current situation in the UK is contained but we are preparing for a more accelerated and wider spread similar to what is happening over in Italy. If this occurs then certain restrictions may be placed upon the population around travel and transport, opening of certain types of properties and mass gatherings / sporting events. At Bellrock we will continue to follow and abide by the guidance and dictates of the relevant authorities at all times to ensure the safety of our staff, customers and members of the public.

We have set up a 'Gold Command' structure within Bellrock which currently meets weekly. This 'Gold Command' consists of the Bellrock executive board plus representatives from HR, IT, HSQE. If the situations deteriorate then our 'Gold Command' meeting will be more frequent. This team will continue to follow Government and WHO guidance and will continue to update procedures, business continuity activities and communications as the situation progresses.

Bellrock Business Continuity Planning

Bellrock staff safety – communications to our staff

The latest guidance note issued to all our staff is listed below. In addition, all Bellrock workplaces have signage installed to reinforce the latest government and WHO advice on hygiene and cleanliness

With the continuous rise in the confirmed cases of Covid-19 being reported across the UK the situation will worsen before improving and is yet to reach its peak. The Company are monitoring and following the advice of the World Health Organisation and are cascading information as necessary. A central team are coordinating our response and if you have any questions or require any guidance you should contact Lisa March in respect of Employee queries - Jenni Childs on wider Site related issues - Dave Richards on customer related queries

As you will appreciate, we are receiving queries from employees and you probably have your own questions to ask. We have therefore detailed below Bellrock's guidelines which are based upon the Public Health England and Government advice. Given the speed of development these are being updated regularly.

- Basic Advice - Follow standard hygiene advice of washing hands with soap and water, using sanitizer where available. As with any cough or cold try to catch the virus in a tissue, bin it and kill it. Posters are being distributed to all our operational sites to highlight this.
- Travel - Travel for work purposes – continue to travel as required to undertake your role. However, travel can be limited through the use of 'Teams' for group meetings and conference calls. A separate set of training sessions on Teams is being organised this week. When returning from affected areas you should self-isolate only if you have any symptoms.

Symptoms: Cough – Fever – Difficulty Breathing

- If you think you may be infected – Self isolate and call 111 for further advice. It is likely that you will be tested and if the tests prove positive you should not attend work until a second test has confirmed that you are no longer infected. During the time that you are unable to work you will receive the sick pay entitlements as detailed in your Contract of Employment.

If you are absent from work, please report to your line manager in the usual way. Your line manager will then inform Human Resources who will be keeping a log and monitoring the situation.

- What if my site closes? - Site health decisions around the virus decisions will be made between the customer, Public Health England and our own management team. In the event that a site is closed then management will communicate with you on a site-specific basis. If this is the case, then all staff should stay at home until the site re-opens. You will be expected to work from home if your role allows. Prior to the opening of any site a full deep clean is likely to take place.
- High Risk Sites and Additional Training – All employees are expected to undertake their normal duties, however there may be changes to the procedures usually followed, i.e. additional PPE equipment. Bellrock will fall in line with the guidelines issued for each particular site and staff will be given any additional training and PPE at that time
- Communications- We will continue to monitor the government advice and update you as and when this changes. In the meantime, our up to date advice can be found on the Bellrock Buzz site - Please stay safe and remember to follow the basic advice.

Bellrock Business Continuity Planning

Overview

Bellrock's main helpdesk is located in Peat House Leicester with our back up parallel site based in northern India. Both helpdesks are seamlessly connected so we can switch calls between them at any time for periods of peak high demand or issues such as business continuity planning (sickness, building incident etc).

Currently both our helpdesks are operating normally and with no interruption of service.

Our contingency plan is to be able to pass calls out to India if we have an infection or a Covid 19 outbreak in Leicester and vice versa should there be an outbreak in northern India

In addition, our technology platform allows all of our helpdesk staff to work remotely. In the event of a Covid-19 occurrence in Leicester of the Bellrock office we will proactively identify staff to work from home and isolate whilst still being able to work their normal shift patterns and carry out their helpdesk duties utilising our Concerto technology platform and telephony system. We also have non-essential office staff that will be able to support the helpdesk function in case of increased cases of Covid-19 or self isolation.

We are confident that we can maintain an operating helpdesk by utilising the working remotely and India options in parallel and the preparations and testing of this function is already underway ready for deployment should it be needed.

Bellrock Business Continuity Planning

Overview

In line with our guidance above given to all our staff, all our operational managers, co-ordinators and administrators have technology that enables them to work remotely from our operational sites and offices. In the event of site closures or Bellrock office closures our staff will work remotely and will continue to carry out support service obligations to our clients without. If sites are not closed, then our staff will still service our customers requirements on those sites unless travel restrictions are in place.

Our engineering and maintenance engineers across the UK continue to be operational and they will be supported by our supply chain where absence / self isolation occurs. Again, should absence rates increase within our own engineering team or travel is restricted due to local authority dictates then all service calls will be prioritised accordingly based upon urgency / safety needs.

We update our operational capability on a regular basis ensuring you are aware of our how we are responding to differing scenarios

General Information and Links

Question: What is COVID-19 and why is it of concern now?

Answer: Towards the end of December 2019, authorities in Wuhan, Hubei province, announced a cluster of cases of pneumonia. On 8 January, a new coronavirus “2019-novel coronavirus (2019-nCoV)” (now referred to as COVID-19) was identified as the cause of the illness. As of 30 January 2020, the World Health Organization has declared the coronavirus an international emergency. Current details of confirmed cases and locations can be found on relevant authorities’ websites (e.g. [World Health Organization](#), [Center for Disease Control](#), local government agencies, etc.)

Question: What are the symptoms of COVID-19?

Answer: Symptoms include fever, cough, shortness of breath and breathing difficulty. People with underlying health conditions appear to be at higher risk for severe disease.

Question: Where can I find the latest updates and information on COVID-19?

Answer:

- For location-specific information, please refer to [Department of Health and Social Care](#).
- For international updates, please go to the [World Health Organization](#) website.

Question: How is coronavirus spread?

Answer: In general, coronaviruses spread from one person to another in the same way as other respiratory infections, including colds and flu - through infected respiratory droplets. The infected person expels these when they cough, sneeze, or talk. Others can get the disease via contact (direct or indirect) with these contaminated droplets.

Service Delivery Questions – How will Bellrock Respond?

Question: There has been a suspected case of COVID-19 in a customer premise. What should I do?

Answer: According to the latest guidance published by Public Health England. For contacts of a suspected case in the workplace, no restrictions or special control measures are required while laboratory test results for COVID19 are awaited. There is no need to close the workplace or send other staff home at this point. Most possible cases turn out to be negative.

Our recommended approach is to:

- Inform Bellrock Client Team (who will inform client), Bellrock COVID-19 Taskforce & building occupiers.
- Contact Public Health England if occupier hasn't done so.
- Arrange enhanced clean of impacted common areas
- Arrange overnight deep clean of impacted common areas

Question: There has been a confirmed case of COVID-19 in the customer premise. What should I do?

Answer: According to the latest guidance published by Public Health England:

- The management team of the office or workplace will be contacted by the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.
- A risk assessment of each setting will be undertaken by the Health Protection Team with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment. The Health Protection Team (HPT) will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.
- Advice on cleaning of communal areas such as offices or toilets will be given by the Health Protection Team (HPT).
- The site team will work with the HPT and immediately notify a member of the MS COVID-19 Taskforce so that we can help prepare correspondence with other occupiers and to you as client.
- Our cleaning supply chain has been preparing for the need to undertake deep clean and disinfection as directed by the Health Protection Team

Service Delivery Questions – What do I do if?

Question: A customer is asking for more specific advice on handling coronavirus in their building. What should I tell them?

Answer: In some of our sites, our clients may mandate a different set of measures or procedures to Bellrock's. If this happens, we first need to compare our procedures and theirs, and then:

- Where the client's requirements are more stringent than Bellrock's at a particular property, we need to adopt their measures where we can.
- Where the client's requirements are less stringent than Bellrock's, we would discuss further with the client and agree a standard to work to.
- Where the procedures conflict with each other, we will liaise with you to deliver an agreed standard.

Question: The customer wants me to leverage Bellrock staff or our supply partners to support them with medical surveillance or temperature checks of their employees – Can we do this?

Answer: Not at this point. There is no current requirement or advice from the UK Government suggesting temperature monitoring at the type of sites Bellrock manage is necessary. However, we are monitoring the situation and we can help find suitable providers who are qualified to deliver such support for their own demise area should they wish. Bellrock does however have a clear pictorial standard operating procedure (SOP) for this service. Available on request.

Service Delivery Questions – What do I do if?

Question: If we do need to close the building in order to carry out a disinfection, who makes that decision and communicates to the client, occupiers?

Answer: The decision to evacuate a building really should come from the Health Protection Team in conjunction with the client and the Bellrock MS COVID-19 Taskforce group. This decision may need to happen very quickly so it's important that the Taskforce is notified immediately if there is an imminent risk issue on site. Please see our decision-making process slides.

Site Team and Service Partners

Question: How are Bellrock working with our service partners/contractors and what are they doing to respond?

Answer: While we cannot offer advice to our contractors for their operations or their people, we can inquire about their business continuity plans, communicate client requirements or mandates, and we can request their support with in-scope services (e.g., increased cleaning frequencies).

Question: What should we be telling our service partners/contractors about what they should be doing to prepare and respond?

Answer: Suppliers have been requested to review their own plans for business continuity, communicating illness prevention practices with their employee teams, which may include additional cleaning and preventive measures. They have all provided full mitigation documents to confirm detailed planning. A copy of the supplier Mitigation Document is held by the Bellrock Supply Chain Management Team

Site Team and Service Partners

Question: What strategies are Bellrock implementing to try and ensure continuity of service by Bellrock teams on customer sites?

Answer: Our site teams have, where possible, implemented split working strategies with the following guidance principles:

1. Manned sites with two permanent members of Bellrock staff or more will operate a Team A/Team B principle with the teams alternating working from home and being on site.
2. Manned sites with only one Bellrock member of staff or unmanned sites should, where possible, operate a buddy system with a nearby Bellrock Managed building or Bellrock Site Manager.
 - a. Many buddy systems are already in place so we are simply activating these structures.
 - b. Where there are not pre-existing buddy systems, they have been set-up using a sensible distance between buildings to ensure ease of accessibility.
 - c. Building information packs, critical operational details and key contacts are to be shared in advance to ensure we can operate the site safely.
 - i. Key operational details are most commonly stored on our E-logbooks system used by the entire site team population.
 - d. Tests of the buddy system are being arranged locally to ensure that that everyone on site knows the site, key building aspects and meets the wider service delivery team.
3. Manned sites with no nearby Bellrock managed property. If safe and appropriate to do so, we will leverage the supply network as our team B/Buddy and follow the steps in point 2.
 - a. Bellrock will remain responsible and accountable for any activity that sits outside of the service partners usual role.

Financial Services Continuity

Question: How are Bellrock ensuring suppliers will continue to be paid?

Answer: Within the Accounts Payable department our key suppliers have all been contacted and there will be continued processing of supplier invoices through our normal web-based methods with payments continuing to be made via BACS. There will possibly be delayed turnaround times in processing and payment, but we will endeavour to continue to minimise and disruptions to suppliers.

Where suppliers issue paper invoices and cannot conform to the change request to a digital solution during any isolation period, it is highly likely that these suppliers will have an overdue account. Once business as usual returns, all efforts will be put in place to ensure any back log is cleared.