

Complete Training Solutions Policy COVID-19 March 2020

Introduction

COVID-19 is a new illness that can affect the lungs and airways. It is caused by a virus called coronavirus. The symptoms of Covid-19 are a cough, a high temperature and shortness of breath. These symptoms are similar to common illness such as a cold and flu. Covid-19 is generally spread by virus particles from coughing or sneezing landing in the mouth or nose of others nearby and on some surfaces where others pick it up on their hands and transfer it to their mouth, nose or eye. The virus is believed to live outside the body on some surfaces for several hours.

People and businesses are concerned about Covid-19 for several reasons that may include the following:

- The scientific community is learning quickly about this virus but there is a lot they don't know yet. Uncertainty about how long it will last and how serious it will be leads to concern. On top of that, endless media speculation about what might happen in the future and some of the sensationalist headlines we are seeing on TV and in the newspapers doesn't help.
- The mortality rate (number of deaths relative to the number of cases) is believed to be higher than seasonal flu.
- This virus is believed to be more contagious than seasonal flu.
- Vaccines that protect people most at risk of flu and its complications do not protect against all flu viruses and there is currently no vaccine for Covid-19. This will almost certainly change in the future, but not in the short term.
- Covid-19 has symptoms like most other flu viruses, so it can be hard to know if you have it. This isn't a problem for most people because symptoms are likely to be relatively mild, but they can be more serious for some including the elderly (generally over 60), those with a weak immune system and those with long-term conditions like diabetes, cancer and chronic lung disease.
- People can carry the virus without realising for up to 14 days but there is little evidence to show that people without symptoms are infectious to others.
- A global epidemic can be bad news for countries without such an effective health system. This is one reason why Governments around the world are taking the situation so seriously. Another reason is the damage that can be done to the UK and global economy if the population suddenly changes and people stop moving around.

The purpose of this policy is to establish the management arrangements and operating standards required for ensuring that Complete Training Solutions have measures in place for the protection of employees, others who are not in employment (delegates, visitors and suppliers etc.) and for the purpose of demonstrating this to others as part of due diligence processes.

Policy

So far as is reasonably practicable and in line with UK government advice, we are committed to reducing the risk of exposure to Covid-19 to our employees, members of the public and others (guests, contractors and visitors etc.).

The Department of Health and Social Care and Public Health England publish their guidance to www.gov.uk/coronavirus. This information and links to other relevant GOV.UK guidance is the primary source of information upon which this policy and operating standards are based.

For the purpose of compliance with health and safety law, the content of this document is designed to meet the functional requirements of the following legislation:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Personal Protective Equipment Regulations 2002
- The Control of Substances Hazardous to Health Regulations 2002
- The Workplace (health, safety and welfare) Regulations 1992

Implementation

This policy and operating standards, along with all revisions, will be issued to each hotel general manager.

Each centre manager is responsible for:

- Implementing this policy and operating standards within the company under their control and for maintaining the standards in place always through regular checks that must include enforcing regular handwashing.
- Providing operational feedback to assist with improvements to this policy and/or operating standards to Tom Powell, CEO
- Providing returning travel advice to their employees in line with the information provided at www.gov.uk/coronavirus.

- Directing employees requesting travel advice to www.gov.uk/guidance/travel-advice-novel-coronavirus

Monitoring

The Department of Health and Social Care and Public Health England website will be monitored daily by John Dagger. Any significant changes that affect this policy or operating standards will be communicated to all personnel via email:

Review

Tom Powell, CEO is responsible for making any agreed changes and for issuing updated versions of this document to each centre manager and distributing to all staff and displaying on noticeboards.

Operating standards

Employee awareness

“Covid-19 Coronavirus” posters must be displayed as follows:

- On the health and safety notice board
- In the employee canteen
- In offices
- Delegate canteen areas

Personal hygiene

Hand wash stations must be provided with hot and cold running water, anti-bacterial hand soap and disposable towel. The frequency of checking these requirements must be increased as usage is likely to be higher than normal.

Alcohol hand rub/gel dispensers containing a minimum of 60% alcohol must be positioned conspicuously at the following locations:

- Reception Desks
- In the employee/delegate canteen
- In the administration offices

Boxes of tissues should also be placed around the training centre. The purpose of this is to allow people to cover the mouth and nose when coughing or sneezing.

Antimicrobial wipes with anti-viral properties should be provided around the workplace and employees should be encouraged to clean items they might share such as keyboards/mouse and telephones etc.

Cleaning & disinfecting

The frequency of cleaning and disinfecting high contact hard surfaces such as door handles, lift buttons, toilet handles, taps, handrails, bar tops and reception counters etc. should be increased to remove the virus.

A delegate reports symptoms of Covid-19 whilst training

Unless a person has been to a specified area within the last 14 days, the current likelihood of them having Covid-19 is extremely low. The risk of someone catching the illness from an infected person increases when you are within 2 meters of them for more than 15 minutes. If they are at our centre, ask them to return home if possible, call the 111-advice line and wait for further advice. Where possible, Complete Training Solutions will provide alternative dates to complete the training and hold the delegates funds on account.

If 111 do not ask the guest to be tested for Covid-19, they don't meet the clinical criteria for the illness and they should be able to go about their business as usual with no further restrictions to their movement. No special room cleaning precautions are required.

An employee reports symptoms of Covid-19

If the person has not been to specified areas in the last 14 days, the risk of them having Covid-19 is extremely low. As a precaution, if they are not at work, tell them to stay at home and telephone 111 for advice or 999 if it's an emergency. If they are at work, they should go home then call 111 for advice. If 111 do not ask the employee to be tested for Covid-19, they don't meet the clinical criteria for the illness but should self-isolate for 7 days before returning to work.

An employee with suspected COVID-19 has recently been in the training centre.

For contacts of a suspected case, no restrictions or special control measures are required while laboratory test results for COVID19 are awaited. In particular, there is no need to close the training centre or send employees home at this point. Most possible cases turn out to be negative.

Therefore, until the outcome of test results is known the company is not required to take an action.

A guest or employee tests positive for Covid-19

Healthcare professionals will decide on the most appropriate course of action. They will advise CTS accordingly. There is no need for the CTS to close.

Impacts on Employees who are required to take additional leave caring for family members

It has become apparent that families may be required to take time off from work in order to care for family members (including children) following the latest Government guidelines. In this instance employees will be given the opportunity to use annual leave allowance or work from home

Self-isolation

Any employee who has been advised by NHS 111, a health protection team or a GP to self-isolate at home will need to contact their line manager and make them aware of the circumstances. Any further period of absence will require medical evidence and each case will be treated on its merits. Each case will be treated on a case by case basis. If possible, the company will make provisions for the team member to work from home if the individual is physically able. If not, normal SSP will take effect.

Confirmed case

Where an employee is confirmed to be a case of Covid-19, they will receive sickness pay as per their employment entitlement. Any further period of absence will require medical evidence and each case will be treated on its merits.

Communication

The following scenarios must be reported as follows:

- Any employee who is tested for Covid-19 must be notified to Tom Powell/John Dagger immediately
- Any employee who is a confirmed case of Covid-19 must be notified to Tom Powell/John Dagger immediately

Use of face masks

Face masks for the general public are not recommended to protect from infection, as there is no evidence of benefit from their use outside healthcare environments. Facemasks are only recommended to be worn by symptomatic individuals (advised by a healthcare worker) to reduce the risk of transmitting the infection to other people.

Handling money, paperwork or post

Apart from regular handwashing, there are not special precautions for handling these items.