



RISK ASSESSMENT AND BUSINESS CONTINUITY PLAN

Possible effects/ scenarios of Virus	Action
<p>QCC staff becoming infected/ risk to health and or occupants becoming infected</p> <p><i>Lone workers and night workers (out of hours) are at lower risk of exposure to the Virus in the workplace</i></p>	<ol style="list-style-type: none">1. Flexibility from clients may be requested to allow cleaning teams to work later/ earlier to reduce the exposure to other people.2. All QCC staff have been provided with detergent/ disinfectant cleaner and been instructed to sanitise all main contact points on every visit. Where time does not permit this, once weekly tasks such as low level dusting have been postponed to allow this action as a priority.3. QCC can provide desk tissues to encourage "catch it, bin it, kill it" practice on sites. If you are interested, please request a quotation.4. QCC have now exhausted all supplies of hand sanitizer, and are unable to source additional stock at this time. NHS and medical environments have been given priority by suppliers at this time.5. QCC can provide quotation for additional cleaning resource should you require this service. For example, increased cleaning frequency, use of chemical, additional tasks. Please enquire if you require this service.6. Clear instructions will be communicated to all staff in regards to suspicions of illness and relevant procedure to follow (see Covid 19 action chart).7. All staff will be retrained/ educated in good personal hygiene practice and are provided with PPE (gloves) during work.8. All staff will have access to clean running water for hand washing, or provision of hand sanitizer when this is not possible9. All staff will receive regular communication to keep them informed (communication to be increased to fortnightly or when a change is implemented in this policy) Communication included;<ul style="list-style-type: none">o To provide information of the Virus and its symptoms



	<ul style="list-style-type: none">○ To advise of good hygiene practise○ To advise of Company communication practise○ To request that all staff update their personal contact details, medical vulnerabilities and next of kin details.○ To insist that any staff member must inform the Company if they have visited any of the infected areas (as per HSE list) or intend to visit any of these areas in the next few months○ Whereby any staff member has visited any of the infected areas as stated in the HSE list in the last two weeks, they will not be able to return to work self-quarantine and will not be able to result to work until 14 days without symptoms. A full RTW report will be carried out before returning to work.○ PPE will be made readily available where appropriate (Nitrile gloves) and to contact head office if supplied are required.○ All cleaning cloths must be washed at 90 degrees with laundry chemicals.
<p>Increased absence of QCC staff following;</p> <ol style="list-style-type: none">1. Self-isolation requirement2. Parental responsibilities following school/ nursery closure<ol style="list-style-type: none">a. Minimal staff numbers with nursery/ school age children, so minimal impactb. Majority of staff are working evening/ night hours, so minimal effect.3. Public transport use risk/ restrictions/ availability	<ol style="list-style-type: none">1. Office personnel have access to remote working and can continue priority operations (i.e. communication, planning, payroll processing etc.) and remain isolated.2. Non absent staff will be incentivised for providing additional cover of colleagues, and QCC boasts a mobile cover team who are already in operation.3. Flexibility in operating hours will be requested from Clients to ensure the work can be carried out.4. In extreme circumstances of staff shortage, service may be reduced and focused on priority areas such as heavily used communal zones, contact points, washrooms, desks and kitchens. Floor work, low level dusting and once weekly tasks may be removed temporarily to ensure key areas are managed and the risk of Virus spread reduced.5. Whereby day working staff are absent for parental duties, where possible flexibility in their working hours/ times may be considered.



a. Most staff do not use public transport (it is not in operation during working times), and the effect of reduced transport links is likely to be minimal	<ol style="list-style-type: none">6. Whereby day workers have issues with transport to the workplace, car sharing schemes will be introduced and incentivised.7. QCC will pay staff SSP as per government guidelines during absence of infected QCC personnel or compulsory isolation.8. QCC will not be in a position to pay staff for parental leave, however will consider holiday requests on a case by case basis and
Communications changes/ virus progression	<ol style="list-style-type: none">1. A designated QCC Coronavirus officer (Joanna Goode) appointed, responsible for maintain up to date guidance and information and information continuity.2. All clients MUST advise of suspected or confirmed cases of any infection of its occupant, suppliers or contractors immediately3. The QCC action diagram must be followed
Material and consumable supply continuity	<ol style="list-style-type: none">1. QCC has been stocking at 125% over the last 4 weeks to cope for increase in demand for paper goods and soaps and to provide some contingency.
Decontamination cleaning	<ol style="list-style-type: none">1. Following government guidelines, QCC would be in a position to carry out decontamination cleaning. This service will be carried out by specially trained teams under QCC direction. All quotations will be subject to site survey and availability.2. A minimum of 72 hours waiting time following detection of the virus, will be required before decontamination can commence (as per government guidelines)
Working with client policy	<ol style="list-style-type: none">1. We ask that all clients make QCC aware of any site policy that must be communicated to staff.
Financial stability	<ol style="list-style-type: none">1. QCC is financially stable with additional cash flow buffers in place.2. QCC maintains a 30 day payment term policy and will be asking its clients to ensure all invoice payments remain within the terms, to ensure cash flow is maintained for staff payment.



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Contract terms and charges	<ol style="list-style-type: none">1. Charges will remain as per contract, unless additional charges have been agreed to fulfill additional service.2. Whereby QCC are unable to carry out full service as per specification due to shortage of cleaning resource, a refund may be agreed.3. Whereby QCC staff site access has been denied by the Client, full contract charges will remain.