



Winter Health Strategy

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Welcome

Sickness absence costs UK businesses billions of pounds each year. Many of these absences are avoidable if appropriate cleaning strategies are deployed and staff are suitably trained. This document is designed to explain the Hive Cleaning standard operating procedures regarding its own employees and the services we can offer to assist our customers.

**COVID-19 Addendum 24/02/2020 – after the recent global outbreak of the COVID-19 (coronavirus) an addendum has been added. Please see page 6.*

1 Advice to Hive Cleaning Ltd[®] Employees

How we reduce the risk to our employees and customers?

The risk level is currently identified as moderate.

Every winter we refresh the NHS guidance on how to avoid catching or spreading germs via our training and engagement UhUb app, encouraging all employees to be extra-vigilant with washing their hands, using and disposing of tissues etc.

We provide a wide range of Personal Protective Equipment at each client premises. Ranging from disposable gloves and face masks, through to eye protection and disposable coveralls.

All employees are instructed not to attend work if feeling ill, to minimize the risk of transmission to others.

For serious communicable illnesses such as Flu and Norovirus we require a Fit Note from their GP prior to them returning to work.

We also provide free advice posters to sites and customers to raise awareness.



Advice for stopping virus spread



Wash hands frequently with soap and water or use a sanitiser gel



Catch coughs and sneezes with **disposable tissues**



Throw away used tissues
(then wash hands)



If you don't have a tissue **use your sleeve**



Avoid touching your eyes, nose and mouth with unwashed hands



Avoid close contact with people who are unwell

2 Enhanced Cleaning Services

As a company standard, we use a biological eco-friendly multi surface cleaner, which is perfect for day to day cleaning. However, we have other products and services on hand to effectively manage any potential bacterial or viral outbreaks.

Option 1: Proactive Sanitising

We can replace the biological eco-friendly multi surface cleaner with a purpose made nontoxic anti-bacterial / anti-viral cleaning agent. Paying attention to various touchpoints such as door handles, push plates, lift buttons, telephones, mice, keyboards, etc. This significantly reduces the risk of infection from passing harmful viruses through common channels.

There is a small charge associated with delivering this additional service to cover the cost of the sanitising product and training, however the health and economic benefits will outweigh the financial cost. Please contact your account manager or the office on 020 7993 6000 for more information and free no obligation quote.

Option 2: Reactive Sanitising

For active outbreaks, a deep clean of the client's space is recommended. We can replace the biological eco-friendly multi surface cleaner with a purpose made nontoxic anti-bacterial / ant-viral cleaning agent. Paying attention to all furniture, washrooms, kitchens, taps, floors, walls and the usual touchpoints such as door handles, push plates, lift buttons, telephones, mice, keyboards, etc.

This significantly reduces the risk of existing infection spreading and being transmitted to others.

There is a charge associated with delivering this additional service which is dependent on the size of area to be sanitised, however the health and economic benefits will outweigh the financial cost. Please contact your account manager or the office 020 7993 6000 for more information and free no obligation quote.

Option 3: Proactive Sanitising Supplies

Hive Cleaning Ltd® offer a full range of sainting products. Sanitising wipes, alcohol gels, dispensers and PPE. Please contact us for our latest price list and more information.





Public Health England

Addendum - COVID-19 Addendum 24/02/2020

A respiratory infection originating in China and known as the "**coronavirus**" is now spreading faster outside the country than inside. More than 60 countries have been affected, including the UK.

With further infections now being diagnosed each week, here is the latest practical advice on what to do - based on information from the World Health Organization, Public Health England and the UK National Health Service (NHS).

As a consequence of this new viral outbreak, we are now offering a clinical deep cleaning service to our existing customers as outlined below.

This addendum has been communicated to all Hive Cleaning Ltd[®] employees via UhUb on 24/02/2020.

Option 4: Full Biohazard - Clinical Clean

After the spread of COVID-19 from Wuhan province, we developed a protocol for a deep clean of a space where there is suspicion of / or confirmed coronavirus contamination. A team of experienced biohazard trained cleaners in biohazard PPE, masks and goggles, will carry out a full deep clean to all areas using a nontoxic viricidal agent including all furniture, surfaces, fridges, appliances and reclean all crockery,

There is a charge associated with delivering this additional service which is dependent on the size of area to be sanitised. Please contact your account manager or the office 020 7993 6000 for more information and free no obligation quote.





How do I avoid getting it?

It is not yet known exactly how coronavirus spreads from person to person. However, similar viruses are spread via respiratory droplets, such as those produced when an infected person coughs or sneezes.

The NHS advises you, among other things, to wash your hands regularly, cover your mouth with a tissue when you cough or sneeze and avoid touching your eyes, nose or mouth if your hands are not clean.

You only need to stay away from public places if advised to by the NHS's specialist 111 online coronavirus service or by a medical professional.

There is currently no evidence that you can catch coronavirus from parcels and letters or from food. Viruses like coronavirus cannot live for very long outside the body.

NHS maintains that it's a new illness and yet not 100% sure how it spreads from person to person, but we will carry on all the conventional cleaning protocols for similar epidemics.

We train all our staff to strictly follow the NHS guidelines how to avoid catching or spreading germs:

- **Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze**
- **Put used tissues in the bin immediately**
- **Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available**
- **Try to avoid close contact with people who are unwell**
- **Don't touch your eyes, nose or mouth if your hands are not clean**

World Health Organisation advises:

Standard recommendations to prevent infection spread include regular hand washing, covering mouth and nose when coughing and sneezing, thoroughly cooking meat and eggs.

Extra information:

For flu, some hospital guidelines define exposure as being within six feet of an infected person who sneezes or coughs for 10 minutes or longer. However, it is possible to be infected with shorter interactions or even by picking the virus up from contaminated surfaces, although this is thought to be a less common route of transmission.

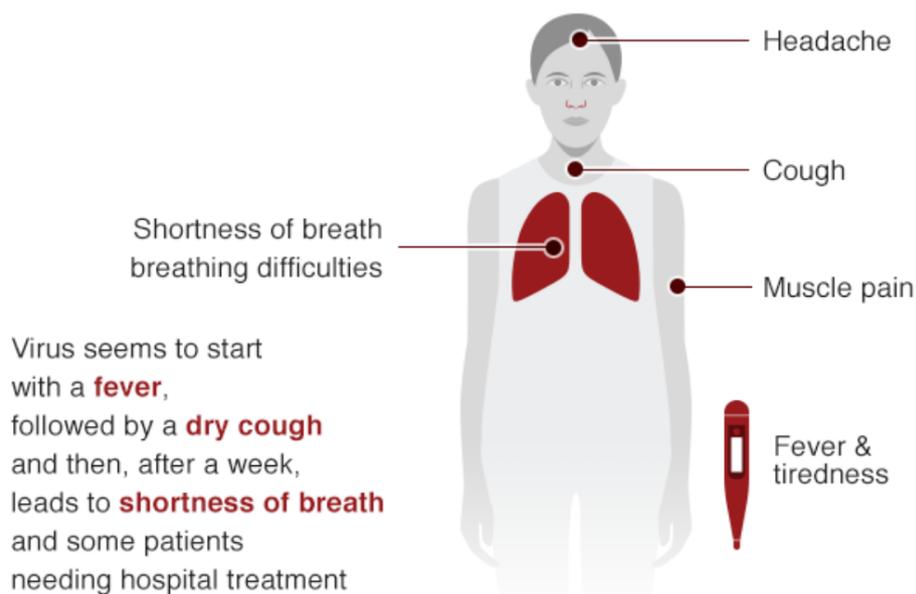


What are the symptoms?

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

Symptoms of coronavirus (Covid-19)



But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

It's very unlikely to be coronavirus if:

- you have not been in close contact with someone with confirmed coronavirus
- you have not been to mainland China, Thailand, Japan, South Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau in the last 14 days
- you have not been to Iran, northern Italy, Vietnam, Cambodia, Laos or Myanmar since 19 February 2020



What to do if you suspect you have coronavirus?

Coronavirus guidance

Advice for people who think they may have coronavirus

Step one



Do not go to a GP surgery, pharmacy or hospital

Step two



Contact NHS 111

Step three



You may be asked to self-isolate

Step four



Your details may be passed to local health protection teams

Step five



You may then be tested for the virus

Step six



A doctor or nurse will give you advice on what to do next



What do I do if I have to self-isolate?

You may be asked to stay at home and avoid contact with other people if you have travelled to certain affected areas of the world, if you have been in close contact with someone with coronavirus or are awaiting test results.

This means you should:

- **Stay at home**
- **Not go to work, school or public areas**
- **Not use public transport like buses, trains, tubes or taxis**
- **Avoid visitors to your home**
- **Ask friends, family members or delivery services to carry out errands for you - such as getting groceries, medication or other shopping**
- **You should make sure any items delivered are left outside, or in the porch, or as appropriate for your home.**

If you live with other people, you may have to take extra measures to reduce the chances of onward infection, such as staying in a separate room and regularly cleaning shared kitchens and bathrooms.

You may need to do this for up to 14 days to reduce the possible spread of infection.

NHS 2020 coronavirus symptoms poster



HM Government



CORONAVIRUS

If you have been to an affected place
in the last 14 days

or

had contact with somebody
with Coronavirus,

and

do you have any of these symptoms?



Cough



Fever



Shortness of
breath

If yes, to protect yourself and others please
go home and search 'nhs coronavirus'
for advice and to access the 111 online
coronavirus service or call NHS 111.

Find out more at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

NHS 2020 coronavirus affected places poster



HM Government



CORONAVIRUS

The Government list of affected places is:

- Mainland China
- Thailand
- Japan
- Republic of Korea (South Korea)
- Hong Kong
- Taiwan
- Singapore
- Macau
- Vietnam
- Cambodia
- Laos
- Myanmar
- Malaysia
- Northern Italy (north of Pisa)

If you have returned from these specific areas:

- Iran
- Specific towns in the Lombardy and Veneto regions of Northern Italy – see map
- Daegu or Cheongdo in South Korea
- Hubei province (returned in the past 14 days)

Even if you do not have symptoms **please do not enter this building**, to protect yourself and others go home and search 'nhs coronavirus' for advice and to access the 111 online coronavirus service or call NHS 111.

Find out more at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

NHS 2020 coronavirus Italy affected place poster



HM Government



CORONAVIRUS

Have you returned from a town in these specific regions of Northern Italy



Or

Have you returned from other areas of Northern Italy (above Pisa) and developed a cough, or fever or shortness of breath?

If yes, to protect yourself and others please go home and search 'nhs coronavirus' for advice and to access the 111 online coronavirus service or call NHS 111.

[Find out more at nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

If you would like any of the posters or resource material in this document, please contact Louis Beaumont via louis@hivecleaning.com

Have questions or need more information and assistance?

Please contact the Hive Cleaning Ltd ® Head Office or your account manager.
info@hivecleaning.com or call 020 7993 6000

