

# Coronavirus (COVID-19): Policies and Processes

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This document sets out our policies and processes in view of the increasing concerns and restrictions in relation to the current coronavirus (COVID-19) outbreak.

This is a working document and is therefore subject to review.

## Executive Summary

- Policies and processes for minimising risk to interested parties and operations generally
- Currently we are planning for normal demand and supply
- Our contingency plans have been implemented, including processes for:
  - notification by staff of contraction of virus
  - Notification by hirers of contraction of virus
  - resource depletion plan
  - split and remote staffing

## A. Staff

Staff should be advised to take extra precautions in terms of their and their client's health. In particular, to have tissues and hand sanitisers in the office, and to make changes to the cleaning process for the vehicles (in particular on the inside, as well as outside).

### *Actions Taken*

- Email and verbal instructions provided to all staff

### *Actions Planned*

- Verbal reminders on a weekly basis

## 2. Staff Safeguarding

Staff should be advised to take extra precautions in terms of their and their colleagues' health. In particular, to carry tissues and hand sanitisers, and to increase the frequency with which they wash their hands (especially in relation to coming into contact with surfaces which other people come into contact with, e.g. public transport, common areas at work).

Clients to be asked to postpone or cancel their trip if they or their family show symptoms within 3 weeks of hire commences or they have been to an area deemed at high risk within the last month.

Clients to be asked about current state of health before entering premises and booking cancelled or postponed as per above

### *Actions Taken*

- Email to all staff sent, issues discussed ad hoc in office
- Email to be sent to all clients asking about their health (as above) when requesting DVLA information.
- Clients to reaffirm health situation at entry to business

### *Actions Planned*

- Verbal reminders weekly

# Coronavirus (COVID-19): Policies and Processes

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## 3. Client Safeguarding

Staff should be advised to take extra precautions when clients attend the premise, asking them to use hand sanitiser before entering the building and wiping the card reader, vehicle keys, clipboards and pens with a disinfectant wipe prior to and following clients visit. Only one set of clients in at any one time and where practicable only named drivers to attend the premises for collection.

Windows to be opened and premises to be aired between client visits.

## 4. Vehicle preparation and Return

To ensure that each vehicle is prepared to a safe standard the following actions should be taken.

- No vehicle will be turned around on the same day as return under any circumstances.
- Wear disposable gloves when opening up the vehicle after client return
- Ask client if they have been ill or shown any symptoms of COVID-19 during their trip (see section B.3 below) , if the answer is Yes then the following actions must be taken
  - Advise them that full check in will be done in 24 hours and they should vacate the premises and follow NHS guidance , seek diagnosis as soon as possible,
  - Advise them to self-isolate and work remotely if feeling well enough.
  - Disinfect keys and external door handles then close vehicle, lock and alarm and alert other office staff to the situation.
  - Where possible seek advice from the NHS helpline on 111 to enable tracking and trace of infection and to also get advice on what you need to do.
  - Vehicle not to be touched for 24 hours and immediately taken out of service for the next 5 days (this may involve moving or cancelling other clients if necessary)
  - After 24 hours, and wearing a face mask, protective gloves and glasses the normal cleaning process can commence as below
- Open vehicle sliding door and leave open for 20 minutes before entering to allow air to circulate.
- Inventory of items in vehicle to be done after this 20 minute period has passed
- Remove all crockery and cutlery and wash at 70 degrees (cycle 1 on the dishwasher)
- Wipe all hard surfaces, radio, steering wheel, dashboard, gear stick, indicator stalk, seats, bed cushions, interior door handles / window winders and seatbelts with Clinitex sanitising wipes.
- Wipe over petrol cap and flap with Clinitex sanitising wipes
- Spray all soft furnishings with Clinitex sanitising spray (not bleach)
- Open bunks and spray with Clinitex sanitising spray
- Open all removable chairs and spray with Clinitex sanitising spray
- Wipe roll up table with Clinitex sanitising wipes
- Wipe guide book (all pages) with Clinitex sanitising wipes
- Leave vehicle open for 20 more minutes to air
- Close vehicle lock and alarm as normal – wipe all handles and keys with Clinitex sanitising wipes
- Dispose of gloves
- Write in log time cleaning finished and add any appropriate notes on process, date and sign.
- Log to be shown to clients on demand.

## Actions

- Email to all staff sent, issues discussed ad hoc in office
- Ensure all necessary cleaning and sanitising products are kept well in stock.

# Coronavirus (COVID-19): Policies and Processes

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## 5. Contingency and Resourcing

### a. Individual Staff

Staff should notify us immediately – via any of our regular channels (all staff to be advised to forward message to Directors) – in the event they display any symptoms of the virus. We will then advise them to:

- 1) follow NHS guidance and seek diagnosis as soon as possible, in the meantime we will advise them so self-isolate and work remotely if feeling well enough
- 2) update us immediately so that:
  - a. in the event of positive or possible contraction, we can advise
    - i. staff to self-isolate and update us until recovered
    - ii. all colleagues of incident
  - b. if negative diagnosis, consider suitable time to return to work and remote working in meantime

### Actions

- Email to all staff sent, issues discussed ad hoc in office

### b. Overall Resource Depletion

In the event that a significant proportion of staff is not able to work in the office, we will implement 2-step contingency plan:

- 1) **Assess** extent to which to implement split offices / remote working
  - a. If actual or possible diagnosis affecting more than 60% staff, we will implement split offices to reduce risk of contagion – working with alternative hire company where possible.
  - b. Use third party (pre trained staff) where possible to fill small voids in staff levels
- 2) **Communicate** accordingly to staff and customers advising of measures taken and any impact

Our core operating systems and processes are set up to enable 100% business continuity via split offices or remote working for all staff. However where there is no option we may need to suspend business for a short period of time following government advice or total staff sickness.

### Actions Taken

- Communications as above

### Actions Planned

- Ongoing review of staff wellbeing
- Confirming readiness of second office and remote working plans on a weekly basis.

# Coronavirus (COVID-19): Policies and Processes

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## B. Customers

### 1. Clients

As a business, we will promptly:

- communicate this information to all clients, and seek and consider any feedback
- respond to any feedback as appropriate, which may include consultation with clients and further updates to our approach and this document
- communicate relevant updates to clients as appropriate

### 2. Client and Staff Safeguarding

We expect that clients to take suitable precautions in terms of their and their colleagues' health. In the event that a member of staff, client or guest of a client who has travelled in one of our vehicles is diagnosed with the virus, we would expect the client to notify us accordingly of the relevant details to enable us to identify and notify the relevant staff member(s) and if necessary other clients.

#### *Actions Taken*

- Ad hoc discussion with staff

#### *Actions Planned*

- Communicate with Customers via website and email
  - advise overall policy and processes outlined in this document
  - agree policy/process for incident of passenger diagnosis

### 3. Client illness whilst away

We expect that clients to take appropriate action if they get COVID-19 whilst away with one of our vehicles by taking the following steps (in order)

- Seek guidance from the NHS helpline on 111.
- Contact the office by phone to update on the situation and current location.
- Contact the camp site office by phone and advise of the situation
- Contact prior campsites they have visited by phone to advise of the situation
- If possible make arrangements to self-isolate (this may not be practical on a campsite)
- If leaving the campervan on the campsite, lock, alarm and secure as normal then place the keys in an envelope and mark with vehicle registration and add note on illness then seek advice from campsite manager where to safely leave the keys for collection by Dub Dub and Away Ltd.

If clients isolate in the campervan then we will expect them to return it as normal at the end of the 14 day isolation period, subject to all members of the hire party getting tested negative for COVID-19.

If client leaves the vehicle on the campsite then Dub Dub and Away will then liaise with the campsite on how to proceed and how to recover the campervan, which may not be possible for 7 days to clear infection from the vehicle and to also make appropriate travel arrangements.

All clients to have adequate holiday insurance cover in place as we may seek to recover costs from you in the event of illness / Self-isolation / recovery.

#### *Actions Planned*

- Communicate with Customers via website and email