|  |  |  |  |
| --- | --- | --- | --- |
| **Document title** | **GBIM2.02a - Business Continuity Plan: Coronavirus (COVID-19): General Statement August 2020** | | |
| **Document Type** | Procedure | **Valid from** | 03/03/2020 |
| **Author** | GBVMU | **Approver** | GBGBW |
| If this is a printed version (copy), the original can be found in IMS/QMS/SC via Insite/Toolbox. | | | |

# 1.0 Purpose

The current novel coronavirus (COVID-19) outbreak, which began in December 2019, presents a significant challenge for the entire world. The GB Business continuity plan outlines our approach to a holistic management process that identifies potential impacts that threaten our business and provides a framework for building resilience with the capability for an effective response that safeguards the interest of our key stakeholders, reputation and the business in general. One such impact, is widespread flu.

Therefore, we are well prepared as a business, and this document should be used alongside UK Government, Grundfos Group and other relevant advice to ensure that we minimize disruption to all stakeholders and support Business continuity.

# 2.0 Scope

This plan will cover all parts of the GB business, both internal and external.

# 

# 3.0 Responsibilities

The Overall responsibility for business continuity in the organization is held by the General Manager and in his absence, the Operations Director.

The QHSE Manager will act as a single point of contact for any COVID-19 matters and will be responsible, alongside the Operations Director for ensuring that all GB premises are sufficiently resourced to ensure compliance with this plan, e.g. by sourcing hand sanitizing gel, screening visitors etc.

HR will be responsible for ensuring that any sickness potentially related to COVID-19 is communicated to the QHSE manager.

Line managers must follow guidance contained within in order to deal with any suspected COVID-19 events in the workplace and ensure that QHSE Manager is contacted immediately.

Employees, must follow guidance on hand washing and other precautionary measures, and ensure that if they are symptomatic that they dial 111 and self-isolate.

# Definitions

Coronaviruses: A family of viruses common across the world in animals and humans; certain types cause illnesses in people. For example, some coronaviruses cause the common cold; others cause diseases which are much more severe such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS), both of which often lead to pneumonia. [Source](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/869827/Coronavirus_action_plan_-_a_guide_to_what_you_can_expect_across_the_UK.pdf).

# COVID-19: the illness seen in people infected with a new strain of coronavirus not previously seen in humans. On 31st December 2019, Chinese authorities notified the World Health Organization (WHO) of an outbreak of pneumonia in Wuhan City, which was later classified as a new disease: COVID-19. [Source](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/869827/Coronavirus_action_plan_-_a_guide_to_what_you_can_expect_across_the_UK.pdf).

# 5.0 Specific Arrangements

# Background Information on COVID-19: COVID-19 is an illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

# The symptoms of coronavirus are:

# a cough

# a high temperature

# shortness of breath

# The Health Protection (Coronavirus) Regulations 2020 have been put in place to reduce the risk of further human-to-human transmission in this country by keeping individuals in isolation where public health professionals believe there is a reasonable risk an individual may have the virus.

# The UK moved into the DELAY phase of the government action plan on 12th March 2020, after the World Health Organization declared the outbreak a pandemic. More info: <https://www.gov.uk/government/publications/coronavirus-action-plan>

# In the delay phase, so-called social distancing measures such as school closures, more home working and reducing large scale gatherings were put into place.

# Risk Level Escalation Model

# Grundfos will continue to use a Risk Level Escalation Model, which contains guidelines and procedures for risk levels 0-4, see below.

# 

# As per the UK government model, GB will implement de-escalation in a phased manner. Our plan will include 4 steps, and each step will be implemented and then monitored for up to 1 month before further changes are made, i.e. Step 1 is undertaken, and in place for 1 month, then Step 2 is initiated etc.

# Each further step forward will be dependent on the success of the previous step, (i.e. no new cases identified) and also, on the country risk level as determined the GB Management Team, the QHSE Manager & Local COVID-19 task force and Group Management.

# The UK government has announced that a similar model will be utilized, and will be called an ‘alert level’. (This will be on a scale of 1-5, with the UK currently being ranked as 3). Our internally determined risk level may, at times, be deemed higher than the Government’s ‘alert level’. This may be due to the specific information we have, e.g. number of employees at risk, nature of work activities, or other relevant factors. Employees will be asked to ensure that they comply with all measures we have in place, even if these go over and above mandatory Government guidance.

# Step 1:

# Will be initiated when local authorities fully or partly begin to re-open a Grundfos Risk level 3 or 4 country e.g. one or more of the below re-opens:

# Schools, universities etc. open again

# Public transport is back to full functionality

# Larger public events are able to be carried out

# Theatres, music halls, restaurants and shopping centers etc. are open.

# On the basis that the Government expect to be able to re-open schools at the beginning of June, we can expect to begin to initiate step 1 of our procedure from 1st June. We foresee limited changes from the 1st of June, but expect to have step 1 fully realized by July 6th.

# This will involve beginning from June 1st:

# Service:

# No immediate changes to currently implemented procedures for service personnel in the field.

# Pre-visit assessment still required prior to bookings being made, (though this will be gradually reduced to a simpler form in the coming weeks).

# Pre-visit assessment will continue to determine risk level on site, and engineers should be matched to jobs according to risk level, e.g. high risk employees shouldn’t be sent to high-risk sites.

# Training needs to be continually monitored as some courses are currently unavailable (e.g. confined space). Therefore the planning team in conjunction with line managers & QHSE need to ensure that accurate records are kept on who is able to attend sites.

# COVID-19 steps added to all generic RAMS templates. This needs to also include non-PROFIS RAMS.

# All engineers to complete on-site COVID-19 RA upon arrival at site to determine nothing has changed & to inform level of PPE required.

# PPE required is being purchased/circulated to cover 3 months stock for each engineer.

# Weekly stock take of PPE currently in place via Jotform. This must continue to be completed so that we are able to ensure stock levels/run rates.

# Training provided on van cleaning process and disposal of PPE.

# A best practice guide provided via TAM training to cover the car cleaning process, the use and disposal of used PPE and general guidance on continuing to work during this outbreak.

# Sales/other external staff, e.g. project managers

# A Pre-visit approval will still be required prior visits being made. Any visits made should continue to be of a business critical nature, and home-working should continue where possible. Avoiding domestic travel, where possible, still applies.

# Microsoft teams should be utilised for virtual meetings, which should be recorded in CRM to ensure contact mapping can be carried out.

# The Pre-visit approval form determines risk level on site, and allows QHSE team to evaluate whether the visit can be carried out safely. The important factor is that the QHSE team are evaluating safety, not business validity of visit. All Managers are expected to work with employees to determine if visits are truly necessary/justifiable.

# PPE training required & a document to be produced asap.

# A generic RA covering COVID-19 will be produced and circulated to all employees. This should be carried whenever visits are undertaken.

# PPE required is being purchased to cover 3 months stock for each external employee & will be delivered to homes asap.

# PPE kit will include as standard: face shield, gloves, hand sanitiser, sanitising wipes, FFP2 face masks, and a PPE guidance leaflet.

# Anyone in the high-risk category as identified by the NHS must make this known to their line manager and the QHSE team.

# A best practice guide will be provided via TAM training to cover the car cleaning process, the use and disposal of used PPE and general guidance on continuing to work during this outbreak.

# Office-based employees:

# As an initial step, we will look to support the phased return of those employees to Leighton Buzzard and Warrington for whom, home-working, is presenting problems, e.g. equipment issues, space, distraction, isolation etc.

# The Birmingham office will remain closed during phase 1 due to the shared nature of the premises and therefore lack of Grundfos control over the procedures in the building, e.g. visitor access etc.

# In order to identify those employees who may wish to return, a questionnaire will be circulated asking if anyone would like to be included in the first groups allowed back into offices.

# Employees will be asked to return their responses within 7 days, to allow the QHSE team adequate planning time after the return of the questionnaires, before any return to offices occurs.

# There will, for the protection of all employees, be qualifying criteria in place for anyone wishing to be included in the initial return to offices groups, including:

# No symptoms of COVID-19 & no one in household with symptoms.

# Able to get to work without the use of public transport, i.e. in own vehicle or by cycling/walking.

# Not included in high-risk group advised to shield by the NHS. Including pregnant employees.

# Able to access offices without the use of the lift. (Which will be closed during phase 1 to minimize infection risk).

# No more than 2 employees per pod of 4 desks (i.e. if a larger number wish to return during phase 1 than can be safely accommodated whilst maintaining social distancing, then selection cannot be guaranteed and will be evaluated on a case by case basis.)

# The qualifying criteria will help to ensure that risk is minimized during this period. However, there will also be extra measures in place, including, but not limited to:

# No travel between offices permitted.

# No visitors allowed on Grundfos premises. With front doors kept closed & access by ID badge only.

# Contractors to be accommodated either out of hours, or subject to strict screening procedures for emergency visits.

# Staggered start/finish times to minimize ‘traffic’ at entry/exit points.

# Social distancing implemented in all communal areas.

# Doors into offices fitted with Door guard Auto Release Fire Door Retainers (or similar), to reduce contact points.

# All employees asked to clean desks at least once per day with sanitizing wipes provided.

# Hand sanitizer also provided on landings, in kitchenettes, cafes, toilets and in reception areas.

# Extra deep- cleaning implemented with assistance of cleaning contractors, with a focus on high-traffic areas such as hand rails etc.

# Employees asked to complete pre-work screening before setting off for work, and asked to remain at home if in any doubt.

# Employees encouraged to wash hands regularly & signage in place as a reminder.

# Temperature checks and surgical masks may be required, subject to Government guidance.

# No internal gatherings where social distancing cannot be maintained permitted.

# Employees ‘zoned’ to ensure that they utilize only specific areas, e.g. toilets and other facilities.

# Step 2:

# Following the successful implementation of step 1, we have now had Group approval for further de-escalation to step 2, officially beginning 10th August 2020.

**External sales**

Over the next 3 months we will gradually de-escalate our measures. But request that we rigidly follow and comply with the guidance below:

* **July: Critical level 1 visits: Level 1 includes:** Site failure/product replacement to an infrastructure critical site, e.g. hospital, water company etc./customer has serious complaint
* **August: Critical level 2 visits: Level 2 includes:** (All level 1 visits) + hotel stays/site survey/product replacement where technology infrastructure doesn’t allow this to be completed, e.g. pictures/facetime not available
* **September: Critical level 3 visits**: **Level 3 includes:** (All level 1 & 2 visits) + social visits/drop-ins/catching up/events/Demovan visits can resume/customer training
* **October:** As above, with visits being recorded in CRM only, with visit request form therefore not required. Full details will be mandatory in CRM due to contact tracing requirements.
* *If for any reason, you need to operate outside of the above, specific approval by your unit Director & QHSE will be required.*
* In all cases, all visits should be discussed and approved with/by your line manager.

All visits until October require a [visit request form](https://form.jotform.com/vim00010/customer-visit-request-form) to be completed, by all those in attendance. These forms must be submitted & approved, before visits go ahead.

**Your visit request form must be submitted 3 days before the visit.**

If you do need to attend an urgent/last minute meeting, please call Iris Stanton or Victoria Mulford. Do not send a form and attend anyway without approval.

If you require the use of hotels or public transport, you *must* make QHSE aware at least 3 days in advance as a specific risk assessment will be required.

**Offices**

LB will open from 13th July on a voluntary basis only.

Warrington will open ASAP on a voluntary basis only (currently on hold due to local lockdowns affecting Greater Manchester).

These voluntary arrangements will continue until 7th September. At which point a rota will be introduced, (QHSE will provide more detail about the rota during August).

Birmingham office will remain closed at this time.

Anyone wishing to return to LB should complete [this form](https://form.jotform.com/vim00010/return-to-lb-). You must stick to the days you select on your form, and notify QHSE if there are any required changes or if you won’t be attending.

If you need to carry out a one off visit, e.g. to collect something, or meet someone on site, please continue to complete [this form](https://form.jotform.com/vim00010/lb-office-visit-).

Anyone visiting LB, won’t be able to return to Warrington for 2 weeks, and vice versa.

No customer visits are accepted at this time. Any externals wishing to visit an office must complete the form above, and should keep any visits to an absolute minimum/only where essential.

**Service**

The service measures in place have been working well; please continue to ensure that all guidance is adhered to, including hotel stays, travel, matching engineers to jobs based on risk level etc.

As with sales, over the next 3 months we will gradually de-escalate our measures. But, you must, at all times, comply with the guidance below:

* **July:** No change to current guidance
* **August:** We will reduce the pre-visit checks and move to when the job is planned, and we will allow service managers to audit engineers/lockups.
* **September:** We will remove pre-visit approval/issue new guidance to plannersto ensure continued vigilance moving forwards.
* Please note that we will retain the need for the onsite COVID RA until at least September, with review to be done end August.

Anyone carrying out visits of any kind, should continue to work with QHSE to ensure you have adequate PPE. Currently we are still holding a good stock, and need your help to continue to monitor this.

***Please note, all guidance above is subject to change, with subsequent communication as required via the updates sent to employees from QHSE. Please continue to monitor these to ensure that you remain up to date with all relevant measures.***

# FAQ:

# What are the symptoms?

The common symptoms of a coronavirus are:

* a cough
* a high temperature/fever
* shortness of breath and breathing difficulties
* runny nose

# Are there some basic protective measures against the new coronavirus?

# •Frequent washing of hands and hand disinfection - Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

# •Clean and disinfect frequently touched objects and surfaces, e.g. as water dispenser, coffee machine, door handles, handrails, etc.

# • Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

# What if I start to feel unwell whilst at work?

An employee feeling unwell or suspects corona virus infections (see common symptoms) must report immediately to the line manager.

# What if I need to travel abroad?

If you need to travel aboard please contact QHSE.

# What if I need to use public transport?

Please see **GBLS4.23 Use of Public Transport.**

**What about staying in hotels?**

Please see

# Records

**CHECKLIST: EXTERNALS / VISITORS**

**Grundfos requirements on externals /visitors**:

We do not allow access of externals /visitors to Grundfos who have been in a high risk area or who show symptoms of flu.

This checklist is for any manager who makes appointments with externals /visitors to ensure precautions before, during, and after a visit:

Before externals / visitors come to Grundfos:

Ask:

* Have you or any one you are in close contact with been to any of the high-risk areas (see Insite under COVID-19) in the past 14 days?
* Do you or any member of your household have any symptoms of flu? Coughing? Fever? Or have you used light medicals such as paracetamol/aspirin today to feel well?
* If yes, the external/visitor is not allowed to enter Grundfos.
* If no, the external/visitor can enter.

During visit to Grundfos:

* Make sure all visitors/externals are registered in the guest system.
* Instruct the external/visitor in virus-safe behaviour; hand-wash and use of hand sanitizer and covering mouth and nose when sneezing.
* Ask the external/visitor to inform you in case he/she is diagnosed with COVID-19 infection within 14 days from the visit. You must then contact your local HS contact.

After visit to Grundfos by external/visitor:

* Inform the employer of the external/visitor in case he/she is denied access to Grundfos.

1. **Changes from last revision**

3rd March 2020: First Issue

6th March 2020: Risk level 2 countries updated

14th May 2020: Risk De-escalation model included

10th August 2020: Step 2 of risk de-escalation model included

1. **References**

<https://www.gov.uk/government/publications/coronavirus-action-plan>

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

<https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

<https://form.jotform.com/vim00010/covid-19-de-escalation-questionnair>