

COVID 19 – UPDATE..... 7TH APRIL 2020

I WANTED TO UPDATE YOU ON SOME OF THE THINGS WE HAVE BEEN DOING AS A BUSINESS TO SUPPORT YOU OUR FRONT-LINE COLLEAGUES, OUR CUSTOMERS AND OUR BUSINESS.

In all cases we look to follow the guidelines continually issued by the Government and Chief Medical Officers.

Simplistically the below rules are what we should follow and have expectation of those that interact with us follow.

How to stop infection spreading

There are things you can do to help reduce the risk of you and anyone you live with getting ill with coronavirus.

Do

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitizer gel if soap and water are not available
- wash your hands as soon as you get home
- 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 and wash your hands afterwards

Don't

- do not touch your eyes, nose or mouth if your hands are not clean

Self-distancing is something we have to enforce at our work locations, and you have every right to ask anyone coming into your domain to make use of the 2 meter agreed distancing protocols. You can utilise certain barriers such as tape, desks etc to manage this. If you need people to enter that zone step back whilst they complete the task required i.e. signing in. PLEASE note we can come and assist if needed to set up these zones with you.

Some of the other things we have done and will do are as follows for you our staff: -

- Provide re-assurance and support and made people feel part of the Danhouse 'family'
- Communicated regularly and relevantly
- Provided technical advice, guidance and expertise

- We are setting aside our “ opsadmin@danhouse.co.uk email address as our employee Covid-19 specific email address
- We are Introducing a regular welfare update on our Website
- Communicated regularly with information we believe is relevant and informative.
- Embraced the Government’s furlough scheme to preserve jobs - please see the link and we aim to follow the Government guidelines <https://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme>
- Provided flexible hours and working patterns if requested and able to do so
- Supported employees when/if either they or their partners have had to self-isolate withing the guidelines set out by Government
- Reviewed frontline staff shift start times to avoid travel during peak periods
- Provided Cyber fraud awareness messages to staff
- Created and deployed essential worker transit confirmation letters in a timely fashion
- **PPE we have issued where possible Gloves, Sanitisers, soaps and masks**
- Provided Cyber fraud awareness messages to staff
- Created and deployed essential worker transit confirmation letters in a timely fashion
- ‘thank you’ from both the company and me.

In regard to PPE you will know how difficult it has been to source these items needed during this Pandemic and the focus of Suppliers has been to our fantastic Emergency Services and key Workers. We continue daily to seek supplies and we **HAVE** been able to source more Gloves & masks which are due for delivery within the next 7-10 days. When these arrive, we will distribute according to priority, but all staff should receive these at sites for use at sites and travelling to and from work. We continue to find it difficult to source sanitisers that can be delivered quickly so we refer all to using soap and water at all times.

In regard to Cleaning we are talking closely with our Clients that the Contractors they use for Cleaning are and I’m sure providing the levels of cleaning needed during this time. **BUT** sometimes we can’t see or match the standards so we are **confirming** to you our staff if you need to buy cleaning wipes for your personnel use please let us know, keep the receipt and we will reimburse this cost to you. These would be for your use at site and to travel and can be picked up for £1.00 in any decent supermarket/homeware outlets **NOTE** we can’t buy these in bulk hence letting you have the ability to buy the supply you need.

I would like to share some of the things we are doing with our Clients and Business

- Communication - We have transferred complex information, under pressure, between multiple stakeholders
- Communication - We continue to communicate relevant and useful information to senior clients and clients at all levels
- Lobbied the Home Office for essential worker status for Security Officers.

- Ops Management roster – we placed all Ops managers on a roster to provide 24/7 support to clients – continued to be at sites to support staff
- Collaborated with clients over payment process for reduced costs
- Collaborated with clients to ensure incoming cashflow and reduce client debt
- Developed varied site plans
- Working collaboratively to reduce costs on a temporary basis so to maintain working relationships
- Amended shift patterns to enable retention of as many staff and provision of maximum security
- Maintained 100% cover during March
- Worked with Clients to support other parts of their business to provide work for staff that may have been affected by closures/reduction's elsewhere.
- I have been on numerous Conference calls, sites to establish correct and factual information to share with all – and these have been the updates sent out.
- Maintained the senior management team in a non-meeting format so we can all continue to support you and the Clients
- We have made sure we have the resources in place to support
- We have had positive feedback about our handling of this Pandemic from Staff & Clients.

Lastly, I would just like to say that I cannot answer every question raised or predict what next week looks like. But I know with the team around me and you the team in the field we can all get through this as we follow the guidelines set out on Hygiene and self-distancing we will get through this. We are **KEY WORKERS** and there is a lot expected of us to support our Clients and their properties. I know you all have family and the risks associated and we are doing everything to minimize these for you.

THANK you all for your superb efforts, support and dedication and in this difficult time may I wish you and your loved ones a happy and safe Easter.

A handwritten signature in grey ink, appearing to read 'Neil Barham'.

Neil Barham – Managing Director