



**DALCOUR
MACLAREN**

COVID-19 Business Continuity Plan

The ownership of this Business
Continuity Plan is the CVE Group

Revision: 12

Date: 3rd August 2020



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1. Aim

As a people and service business, our priority is to minimise infection risk for all employees and clients, whilst ensuring our clients receive a consistent and high standard of service. Consequently, our primary focus is to:

- Demonstrate social responsibility
- Protect the health and welfare of our People, their families and our Clients and project stakeholders
- Ensure business sustainability

2. UK Current Position

The current Government advice is:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance from people not in your household (2 metres apart where possible)
- wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms.

Certain regions of the UK are currently subject to more strict lockdown measures, including Leicester, Greater Manchester and East Lancashire.

Furthermore, Government advice to those who have travelled to certain countries (e.g. Spain and Luxemburg) must adhere to a 14 day quarantine upon return to the UK.

3. CVE Group & Structure

Since March 2020, DM established a COVID-19 Exec Group ('CVE Group') comprising the Executive Board ('Exec') and the Success Team whose role is to specifically manage the business through these evolving circumstances.

- The CVE Group review the Business Continuity Plan regularly and update the plan if and when necessary; with the CVE Group comprising the full Executive Board, a member of the People team and a member of the Success Team;
- Following this meeting updates are given to all staff members as and when appropriate;

- All communication with regards to COVID-19 will follow the key stakeholder structure as set out below:



- Each of the office leads have a deputy appointed who can step in should they fall ill. If any of the Exec fall ill, they will be backed up by the Success Team.

4. DM Approach

DM's approach under the circumstances is set out below:

a) Exposure to COVID-19

In the event that a DM employee either contracts COVID-19 or comes into contact with someone who has contracted COVID-19 (which includes notification via Test and Trace), then the process set out in **Appendix A** must be followed.

b) **Home Working:** staff may work from home where it is possible to do so.

c) **Flexible Working:** Our aim is to ensure continuity of service whilst also accommodating home working requirements and the degree of flexibility needed during this time. Consequently, flexible working is encouraged in line with the Company's Flexible Advantage policy . This allows staff to work outside of traditional hours and / or work weekends to fulfil their contractual requirements. Staff are to remain contactable between 0900hrs – 1730hrs Monday to Friday to respond on project matters and any company issues.

d) Offices:

From Monday 6th July, offices reopened [1st August for Thetford] for the purposes of essential meetings only. All offices were deep cleaned prior to this date and measures have been implemented to ensure the safety of our staff and visitors.

From Monday 10th August, in line with government advice, offices are open and available for more routine use, subject to adhering to the social distancing measures.

Any use of the offices must be in line with the guidance given and office Risk Assessments.

- e) **Site Visits & External Meetings:** In the event that clients ascertain that a site visit is required, they should follow DM's '*COVID-19 External Meetings & Site Visit; Risk Assessment Process*' as set out at **Appendix B**. In addition any site visit must adhere to the 'Covid-19 Risk Assessment associated with site visits, site meetings and door knocking' found in **Appendix D**.

The process provides clarity associated with meetings and site visits. As a summary the following should be considered:

- All staff to consider their own health prior to any meetings to confirm no COVID-19 symptoms. Staff also to consider whether they have been in contact with other persons who may have shown symptoms or travelled to high-risk areas.
- Check government advice on any regional lockdowns and do not undertake site visits to those areas without prior client and director approval.
- Undertaking prior checks with meeting attendees to confirm if they are not included in high risk categories, are not exhibiting any symptoms and are willing to meet.
- Ensuring cleanliness and hygiene guidelines are followed prior to any meeting, to include washing of hands with soap and water.
- At any meeting, social distancing to be maintained, no food or beverages to be offered or accepted. Meetings to be held outdoors where possible.
- Hands to be washed in soap and water on leaving the meeting.

f) **Unannounced site visits**

From 6th July, unannounced site visits, in the form of door knocking and letter drops, are permitted in areas not under enhanced lockdown measures (e.g. Leicester etc) subject to (1) prior client approval and (2) adherence to the control measures set out in Appendix C.

g) **Travel**

Where possible, employees should use their own private transport and travel alone, whilst adhering to the Company's Lone Working Policy and Staff Handbook. Ensure your clients are aware of, and have approved, any increased travel costs as a consequence of this requirement. Variations to this approach are only permitted with both client and line manager approval.

h) **Staying away from home**

Where employees are working away from home, accommodation may be sought in line with the Staff Handbook. In addition, [Government advice](#) must also be followed. Employees must adhere to all COVID-19 related measures put in place by the accommodation provider.

i) **Communication:**

Dalcour Maclaren remains fully open for business and will be maintaining the same high level of service to our clients.

Sector Leads are to provide updates to the CVE to include:

- Sharing opportunities and innovation
- Client updates
- Workload risks and issues
- Staff matters

Office Leads are responsible for:

- Reporting office related issues
- Managing occupancy of offices
- Office security

f) **Systems**

- Phones – RingCentral is implemented and should be used by all staff alongside other collaborative working options including Teams;
- All other systems, including CONNECT and FocalPoint will remain accessible as usual.

g) **Hygiene**

- All staff are requested to follow NHS / PHE hygiene guidelines found [here](#).

5. Staff Numbers

- **Heads** - All Heads (i.e Head of Sectors, Head of Prof Services, Heads of Corporate Services and Client Leads) need to have a clear second in command who is briefed and able to take up the head role should the acting head be unwell;
- **Updates** - HR will provide the Exec with a daily update of numbers of staff working or unwell;
- **Client Updates** – Clients will be informed about any members of DM staff/subcontractors that we are aware of that have any of the COVID 19 symptoms and who will be isolated as per the NHS / PHE instructions.

6. Communication to Clients

- **Updates to Clients** - Regular updates to clients will be given to ensure that DM can fulfil its contracts and maintain service levels required; specifically, this plan shall be published on the DM website;
- **Updates from Clients** - Updates will be required from clients as to how they are dealing with COVID-19 and this will feed into the daily update call. Specifically,

client advice will be sought to ascertain which site activities are considered absolutely necessary, if any.

7. Suppliers

- **Continuity** - Each Head will to identify the suppliers we are reliant upon (e.g Bluecube, sub-contractors, Access, Triad etc.) and make sure they have a business continuity plan in place and that they are kept updated with any changes which will have an impact on DM.

8. Next Steps

- The CVE Group is reviewing how COVID-19 related ongoing risks will impact on the company running and day to day activities in the short, medium and long term. The CVE will continue to review Government advice alongside ongoing reviews of company operations.

Notes

All of the above is subject to Government guidance and this plan will be reviewed regularly to ensure that the government guidance is followed.

The ownership of this Business Continuity Plan is the CVE Group.

This Business Continuity Plan will remain under review.

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Appendix A: Exposure to COVID-19



Exposure to COVID-19 Actions for DM staff

In the event of any of the DM team contracting COVID-19 or being traced as a contact with a COVID-19 case either of the following two processes should be followed:

Process 1 (Contact with COVID-19)



Process 2 (Confirmed COVID-19)

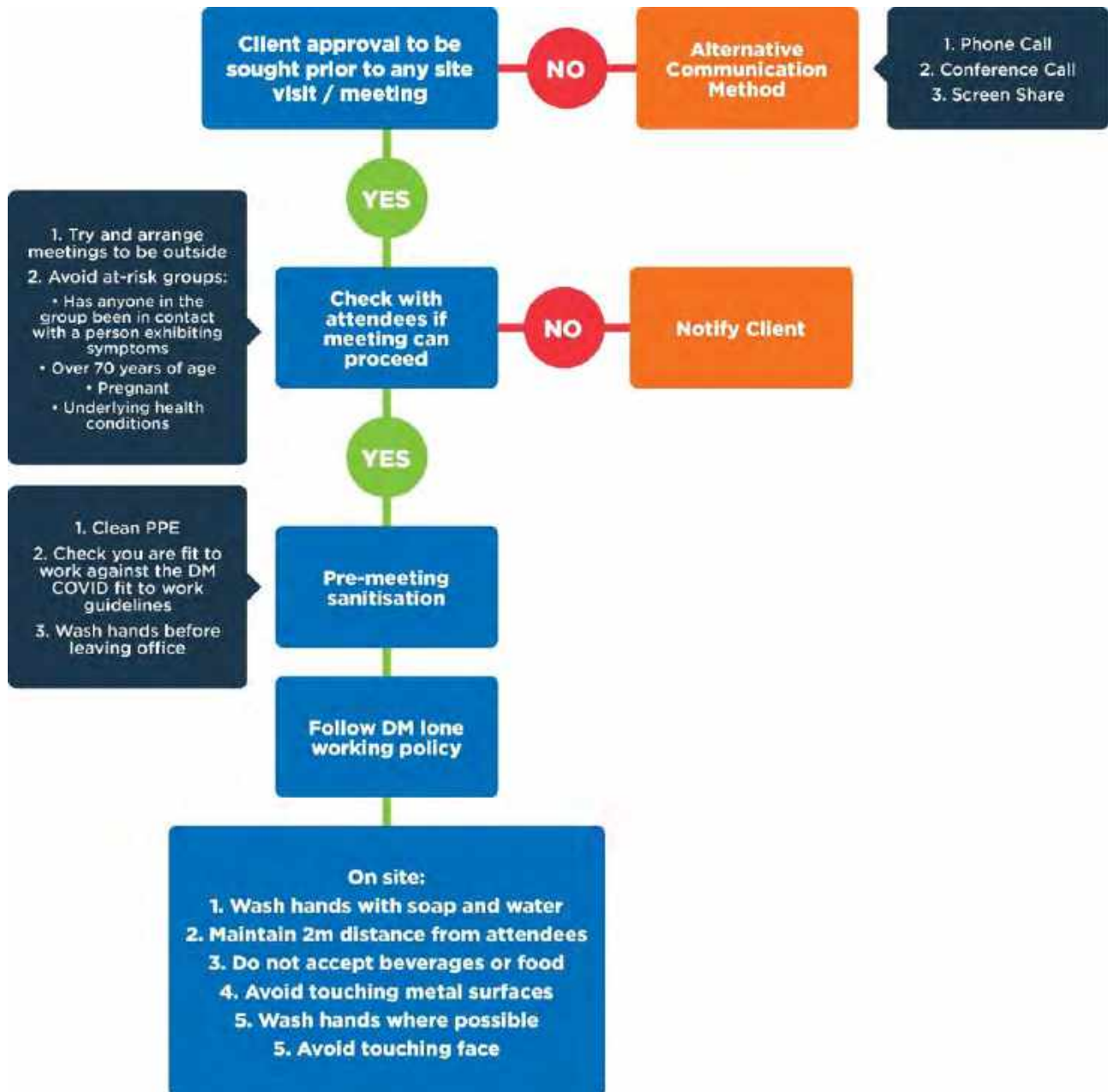


Compliance Team Contacts

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Appendix B: COVID-19 – External Meetings & Site Visits: Risk Assessment Process



Appendix C:

Unannounced Site Visits

Prior to any unannounced site visits, both client approval and line manager approval is to be sought. If approval is forthcoming, the following control measures should be followed as a minimum in addition to any specific measures the client may request.

Door knocking control measures

- Always attempt to arrange visits wherever possible first i.e. via mail, email or call
- On arrival to a resident's property, knock/ring the door and step 2 metres back from the entrance. All personnel must have ID visible
- When the door is answered politely explain the purpose of your visit and the control measures you will follow. If entering the property is permitted checks must be made first to ensure that no one in the property has symptoms or is shielding. If someone does have symptoms or is shielding due to vulnerability risks, then the resident's property is not to be entered
- Personnel are to confirm to the resident that they also do not have any symptoms
- Consider the option of any meetings being conducted outside to greatly minimise any risk
- Always maintain the 2 metre distancing rule wherever possible and avoid being face to face if within 2 metres
- Minimise contact with any touchpoints i.e. door handles and furniture wherever possible and avoid any physical contact like shaking hands and, sharing pens
- Wash your hands or use hand sanitiser regularly. Always keep hand sanitiser with you when visiting a resident's property
- If a resident requests that you wear a face mask and/or gloves, politely do so. Ensure you always have availability of masks and gloves
- If inside and if possible request a window is opened in the area you need to work

If at any time a resident feels uncomfortable in engaging due to the risk, do not proceed or put any pressure on them and leave the property immediately. In this instance it would be appropriate to ask for a suitable contact number or e-mail address to hold follow up comms.

Letter Dropping Control Measures:-

If you need to enter a resident's property for the purposes of posting information i.e. letter drops the following is to be adhered to:

- Always wear visible DM branded clothing and have your ID badge visible and any client ID badge where provided
- Avoid touching anything as you approach the property where possible

- Place any information through a letterbox again avoid touching anything where possible
- If you are approached by a resident maintain a 2 metre distance and politely explain your purpose
- If a resident raises any concerns do not proceed any further and leave the property
- Always have hand sanitiser available and use it regularly