



**DALCOUR
MACLAREN**

COVID-19 Business Continuity Plan

The ownership of this Business
Continuity Plan is the CVE Group

Revision: 28

Date: 24 February 2022



COVID-19 Business Continuity Plan

24 February 2022

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

Government advice is to:

- Get vaccinated, including boosters
- Improve ventilation indoors
- Maintain good personal hygiene, including regular hand washing
- Stay home when unwell (for all illnesses including the common cold)

From 24 February 2022, the Government no longer requires people to self-isolate if they test positive for Covid-19. The Government instead encourages people with Covid-19 to stay at home if they can and avoid contact with other people. There will be no requirement to test daily or self-isolate following contact with someone who has tested positive for Covid-19.

The Government's plan for living with Covid-19 can be found [here](#). Further detailed information on the restrictions can be found [here](#).

[Northern Ireland](#), [Wales](#) and [Scotland](#) have similar measures, details of which can be found by following the respective links.

3. Symptoms & Testing

a) Symptoms

The typical Covid-19 symptoms are:

- A high temperature
- A new, continuous cough
- A loss of, or change to, your sense of smell or taste

Staff who test positive for Covid-19 are asked to stay at home and remain diligent as would be expected for any contagious disease including cold and flu.

DM encourages its staff to accept a Coronavirus vaccine and boosters when an offer is made.

b) Test and Trace

There is no requirement to test or trace in the event of contact with someone who has tested positive for Covid-19.

c) Dalcour Maclaren Covid-19 testing protocol

Dalcour Maclaren encourages its staff to test themselves to confirm suspected Covid-19 symptoms as they deem necessary and stay at home if they test positive, utilising the Flexible Advantage and protecting their colleagues. See Appendix A.

4. CVE Group & Structure

Since March 2020, DM's specially established COVID-19 Exec Group ('CVE Group'), comprising the full Executive Board (Exec), the Performance Director, the People Director and Compliance Team, has been managing the business through the pandemic. The group have met regularly throughout, and the plan updated as and when necessary, with updates provided to all staff and bulletins placed on the company website.



From 24 February 2022, the CVE Group will remain in place but meet only as circumstances dictate. The Compliance team will remain available to offer guidance.

5. DM Approach

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

a) Exposure to COVID-19

If a DM employee contracts COVID-19, they are expected to stay at home to prevent transmission to their colleagues. Employees who have had confirmed or suspected contact with Covid-19 are encouraged to test and if positive, stay at home as above. If negative they may continue as normal but monitor for symptoms and stay home if they feel unwell. This is summarised in **Appendix A**.

Staff are encouraged to not attend company offices and utilise the Flexible Advantage if anyone in their household has Covid-19.

b) Offices

Company offices are open fully for business.

Attendance at the offices requires use of DM's office booking system and staff are encouraged to use the desk wipes and hand sanitation provided. DM encourages staff to ensure office spaces are well-ventilated wherever possible.

c) Site Visits & External Meetings

There are no restrictions on site visits, however staff who have tested positive for Covid-19 or are otherwise feeling unwell should not attend. Staff are expected to be considerate of other attendees should they wish to avoid contact, wear masks etc. See Appendix B.

6. Communication to Clients

DM will continue to communicate with clients to the same high standard as both before and during the pandemic and continue to share this plan on its website for all external stakeholders to view.

Notes

The above information is subject to Government and company guidance and this plan will be reviewed as necessary.

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

This Business Continuity Plan will remain under review.

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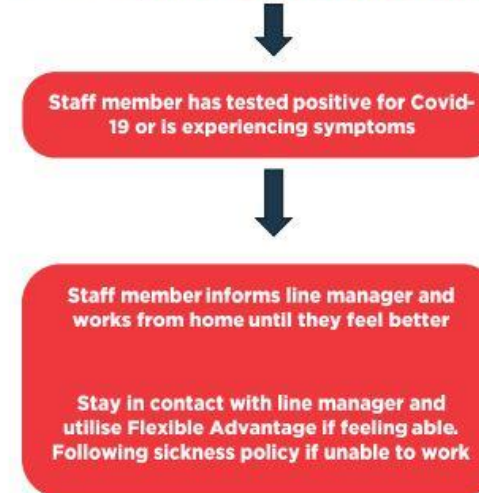
Appendix A:

Exposure to COVID-19 Actions for DM staff

Process 1 (Possible or confirmed contact with COVID-19)



Process 2 (Confirmed COVID-19 or feeling ill)



Compliance Team Contacts

- Sam Catling: 07557 193105
- Matt Plato: 01869 229470
- Chris Rogers: 07554 452729
- George Gray-Cheape: 07711 314157



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



Appendix C:

Removed from issue 28

Appendix D:

Covid-19 Risk Assessment associated with site visits, site meetings and door knocking

Company Name: Dalcour Maclaren

Covid-19 background information

- The following risk assessment has been compiled based on government guidance from Public Health England, the HSE and the World Health Organisation to reduce or eliminate the risk of spreading or contracting the Coronavirus (C19).
- Those that this risk assessment apply to that may be at risk include individual employees and contractors, persons with underlying health conditions or those shielding (clinically extremely vulnerable) and members of the public.
- The risk category is the level of risk that remains *after* the stated controls are in place or are followed: Low Risk (acceptable/tolerable level of risk), Medium Risk (considerable care must be taken and despite the controls the risk may still remain), High Risk (unacceptable level of risk, further controls are required).
- This risk assessment applies to all DM personnel who may interact with members of the public, clients and / or their Contractors or Subcontractors.
- All employees are to review and adhere to the requirements where they are applicable. If an individual does not feel comfortable undertaking aspects of the assessment, please discuss this with your line manager in the first instance.

Please note- Government guidance is to be adhered to in the first instance therefore controls within this assessment may be subject to change in accordance with government guidelines or requirements

Date: February 2022

Location: All offices

Review Period: 1 year

Date of Next Review: As necessary, pending changes in Covid-19 situation

Assessor Name: Matthew Plato

Position: Compliance Coordinator

Signature:



No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
1	Driving	a, b	Sharing of vehicles resulting in virus transmission	H4 * L3 = 12 (M)	Where possible keep vehicles well-ventilated with fresh air. RR: H4 * L2 = 8 (L)	Stay at home if you have Covid-19 or are ill
2	Public transport	a, b	Risk of virus transmission from 3 rd parties either directly or from touching surfaces touched by others carrying the virus	H4 * L3 = 12 (M)	When using public transport, consider any local area guidance measures in place RR: H4 * L2 = 8 (L)	Stay at home if you have Covid-19 or are ill
3	Public abuse	a, b, d	Abuse from the public could involve heightened Covid-19 transmission through verbal (e.g. shouting) or physical attacks (e.g. contact, spitting etc).	H4 * L3 = 12 (M)	Threats or abuse from the public will not be tolerated and in the first instance always avoid any conflict. See DM Conflict Management RA. If physical or violent threats are made immediately report to the police. Any damage or tampering with DM or Client's assets are also to be reported to your line manager and potentially to the police. RR: H4 * L2 = 8 (L)	Avoid lone working where possible, and always follow lone working procedures and risk assessments
4	Pre-arranged and unannounced site visits / interaction with the public	a, b, d	Risk of virus transmission to and from 3 rd parties	H4 * L3 = 12 (M)	Be considerate of other attendees should they wish to avoid contact, wear masks etc If meeting indoors, promote good ventilation RR: H4 * L2 = 8 (L)	Consider carrying hand sanitiser Stay at home if you have Covid-19 or are ill
5	Letter dropping	a, b	Risk of virus transmission to and from 3 rd parties	H4 * L3 = 12 (M)	Be considerate of other attendees should they wish to avoid contact, wear masks etc RR: H4 * L2 = 8 (L)	Consider carrying hand sanitiser Stay at home if you have Covid-19 or are ill

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6	Personnel on site	a, b, d	Risk of virus transmission to and from 3 rd parties	H4 * L3 = 12 (M)	Be considerate of other attendees should they wish to avoid contact, wear masks etc RR: H4 * L2 = 8 (L)	Consider carrying hand sanitiser Stay at home if you have Covid-19 or are ill
7	Community meetings	a, b, c, d	Risk of virus transmission to and from 3 rd parties	H4 * L3 = 12 (M)	Be considerate of other attendees should they wish to avoid contact, wear masks etc If meeting indoors, promote good ventilation RR: H4 * L2 = 8 (L)	Consider carrying hand sanitiser Stay at home if you have Covid-19 or are ill
8	Attending other premises (e.g. client offices)	a, b	Risk of virus transmission to and from 3 rd parties due to unfamiliar building, poor cleaning in external locations, different approaches to Covid-19 handling, poor ventilation, etc	H4 * L3 = 12 (M)	Request any external risk assessments or processes if possible and be mindful of following them Be considerate of other attendees should they wish to avoid contact, wear masks etc If meeting indoors, promote good ventilation H4 * L2 = 8 (L)	Report any concerns to the appropriate person (client contact etc) and stop attending if you feel unsafe Stay at home if you have Covid-19 or are ill

No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
9	Staff develop Covid-19 symptoms (or test positive) prior to an activity (e.g. a site visit) or during an activity, or believed they have had contact with someone with who has tested positive or shown symptoms	a, b	Highly increased risk of virus transmission	H5 * L5 = 25 (H)	DM staff must follow Appendix A within the Business Continuity Plan. If symptoms develop during a visit, staff must end any on-site activity, return home immediately H5 * L2 = 10 (M)	Stay at home if you are ill

Who is at risk? **a**= employees, **b**= new employees / trainees, **c**= visitors, **d**= contractors

NB- all incidents, near misses and hazard spots must be reported as a 3i

Appendix E:

Removed from issue 23 onwards

Appendix F:

Removed from issue 28

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