

ROCK FALL UK LIMITED
CORONAVIRUS (COVID-19) RESPONSE PLAN
2020

INTERNAL & EXTERNAL COMMUNICATION

The designed Coronavirus (COVID-19) Response Plan works in conjunction with Rock Fall UK's Business Continuity Plan & Disaster Recovery Plan.

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1.0 Introduction

Rock Fall UK Ltd, hereby referred to as 'the Company' not only employ individuals directly, but also maintain relationships with many different organisations in its supply chain and distribution base. This Response Plan sets out the company's position and procedures regarding the Coronavirus, COVID-19.

2.0 Prevention Steps

The company will take all reasonable precautions to ensure that illness and COVID-19 do not spread in the workplace between employees or from employees to customers.

The company will ensure an appropriate standard of cleanliness and hygiene is maintained throughout the premises. The company will also ensure that a suitable cleaning schedule is in place and followed.

Employees are responsible for upholding high levels of personal hygiene and taking the necessary measures to assist the company in minimising the spread of COVID-19.

The company have set out the following guidance that must be followed,

- 1) Visitor ban on all visitors to the company that have travelled to high risk countries within 14 days of their planned meeting or have symptoms of fever and/or cough and/or shortness of breath.
- 2) If employees have plans to travel in the near future, including pre-booked holidays, they should notify their manager without delay if the country they are visiting has been identified as having been severely affected by COVID-19 or which requires a period of self-isolation upon return.

Should this be the case, the company would ask the employee to consider, for their own health reasons, whether the travel is necessary.

If an employee does travel, their return to work should be managed appropriately. Employees should keep themselves up to date on the countries which require self-isolation upon return and the relevant guidance that is being provided by the

Government. The company may request the employee to self-isolate for 14 days upon returning to the United Kingdom.

If an employee wishes to cancel any pre-booked holiday, they should speak to their manager.

- 3) Increased hygiene around the company's sites including the mandatory requirement for all employees and visitors to use hand sanitiser upon entering the building, this is made available in the reception area.
- 4) Signage has been positioned above sinks in the bathrooms to further encourage employees to wash hands with hot water for a minimum of 20 seconds. Hands MUST NOT be washed in the kitchen sink.
- 5) Employees using the canteen must wash hands in the bathrooms prior to using the canteen facilities, this is encouraged by signs on the doors leading to the canteen.
- 6) Door handles, the canteen surfaces, sinks, pallet trucks, forklift controls, handrails and hand dryers, are to be cleaned with a disinfectant proven to be effective against Human Coronavirus every day at 16:00 by the company's Facilities Manager.
- 7) Keyboards, phones and work surfaces will be cleaned by the user each morning before commencing work, disinfectant wipes have been provided to all employees.
- 8) When coughing and sneezing, employees must cover the mouth and nose with flexed elbow or tissue – throwing the tissue away immediately and washing hands or using the hand sanitiser provided.
- 9) Employees that feel unwell will be asked to stay at home. Office based employees, if they wish, can work from home as per the section below, 'Working from Home'
- 10) Due to how fluid the current Coronavirus situation is, a process has been put in place where the company's Operations Manager will be checking the government website

every day at 14:00 for updated advice and information.

www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

3.0 Outbreak Management, Containment and Self-Isolating

- 1) If an employee is diagnosed with COVID-19, the employee should not enter the premises but instead call their line manager or one of the company directors as soon as possible to make them aware. A medical certificate must be obtained by calling 111 and sent into the company enable payment of SSP from Day One or as per Government Guidance at the time.
- 2) The company's already enhanced cleaning procedure will help reduce the spread of COVID-19 within the business.
- 3) Employees can work from home during self-isolation if they feel well enough to do so, see 'working from home' section below

The company will continue to monitor the situation closely and ensure guidelines/updates published by the UK Government, Public Health England and World Health Organisation are adhered to and communicated to employees.

4.0 Working from Home

If the company is notified by government order or the company act on the best interest of their employees, the company will permit 'Working from Home'

4.1 Office Including Field Sales Personnel

The company have over the last three years invested considerably into IT and Communication Infrastructure to enable continuous working away from the office for all office-based employees. The company have previously carried out several Working from Home trials that have been successful and met with no complications.

The company's systems are completely Cloud Based, ensuring all office-based employees can work from home and carry out office-based business critical tasks efficiently and effectively. To ensure the highest level of cyber security this function is currently disabled on the company's servers and will be activated on an adhoc basis. Should this function require activating the company's IT Support (itsupport@rockfall.com) will enable this for all employees within 120 minutes of being notified. Employees will be contacted by phone to provide details and guidance on starting a Remote Desktop Connection (RDC)

The company operate a VoIP telephone system, meaning should the office operation have to close completely, phone calls will be forwarded to employee's mobile phones. This will require a switch over by the company's telephone system provider, the SLA for this change is 120 minutes.

All employees have access to both Skype and Microsoft Teams which enables Instant Messaging, Video Calling, Conference Calling and Screen Sharing should this be required during Working from Home.

All procedures to enable Working from Home can be initiated outside of the business from a remote location with internet access.

The company has already discussed Working from Home with all employees and has written confirmation that employee's hardware such as mobile phones and laptops can be used.

4.2 Warehousing, Logistics and Manufacturing Personnel

Unless notified by government order, the company's Warehouse, Logistics and Manufacturing operation will continue during the period of office employees Working from Home. The Warehouse, Logistics and Manufacturing operation will split into three shifts to minimise contact between employees whilst still ensuring continuity of supply to distributors.

A no contact policy will come into force for all deliveries to the company, this will involve delivery drivers delivering consignments outside the company's warehouse doors whilst standing a minimum of 2 metres away from warehouse personnel. The consignments will not be

signed for but will be listed as a 'refused to sign for incident' and a picture taken of where the parcel has been left instead.

5.0 School Closures

If an employee's child's school closes, and they must remain at home whilst the employee makes alternative arrangements for their child's care, the employee can if their position allows, work from home. Otherwise the company's normal rules on time off for dependants apply.

6.0 Supply Chain

The company's production, materials and components are sourced primarily from China and South America. Delays from the supply chain have now stabilised and as of 13th March 2020 production capacity in the factories was at 80%. Delays stand at four weeks on all production that was initially scheduled for arrival into the UK in March through to June. Delays in production have already been factored into all dates quoted by the company's employees and automatic notification systems.

7.0 Outbound Logistics and Deliveries

The company have several preferred partners for the delivery of goods, including DPD, UPS, DHL, APC and The Pallet Network. This minimises the chance of delivery disruption.

8.0 Media / Public Information

In the event of delivery delays and disruption to the business the Marketing Department on instruction from the Company Directors will communicate the reason for the delays and approximate timescale via LinkedIn, e-Shots and the Company Website.

9.0 Useful Websites

www.nhs.uk/conditions/coronavirus-covid-19

www.who.int/emergencies/diseases/novel-coronavirus-2019

www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

10.0 Further Information

For further information about the company's response to COVID-19, please contact Richard Noon

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