

Issue Date	11 th March 2020
Effective Date	11 th March 2020
Impacted Groups	Any personnel visiting homes and small businesses
Impacted Divisions	Telecommunications, Construction, Installation's, Group, Transport Infrastructure, Power, Stores & Yards
Change Type(s)	Process Change

In light of the current situation with Coronavirus (COVID-19) the health, safety and welfare of our employees and customers remain a top priority. Our expectations are that you will comply with these requirements, within the communication timescale noted above. If you have any questions or concerns, please communicate this with your KN CIRCET Point of Contact.

At this time there is no need to restrict our normal working arrangements however we will continue to monitor the changing situation, and implement sensible precautionary measures.

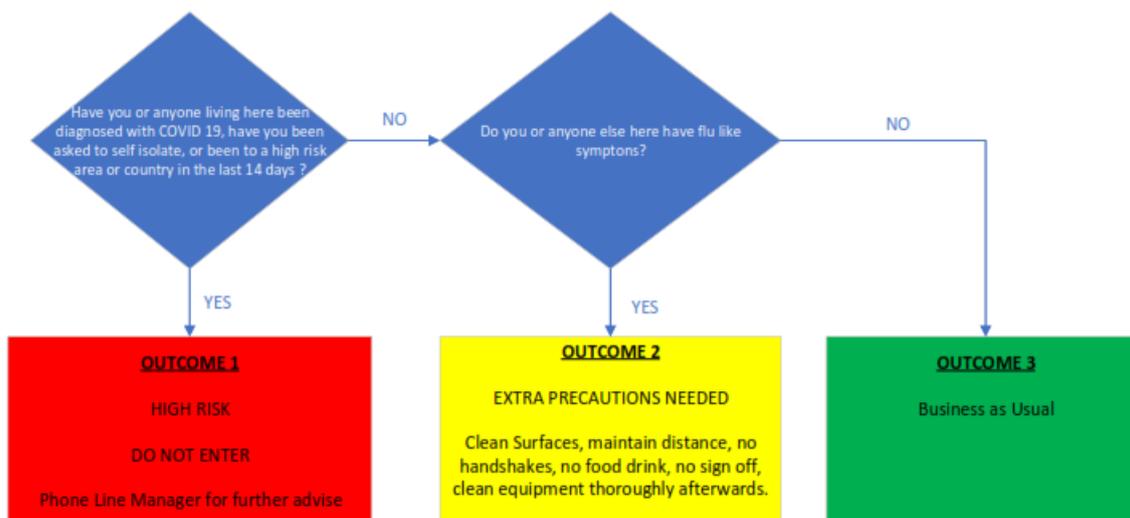
Q. What should I do before entering a home or small business ?

A. The following questions should now be asked.

- 1) `Have you or anyone else living here been diagnosed with COVID-19, been asked to self-isolate, or have been to a coronavirus high-risk area or country in the last 14 days`?
- 2) `Do you or anyone else here have any flu-like symptoms`?

These two questions should ideally be as part of the ring ahead process, if not then at the doorstep.

Your next steps after asking the two questions depend on the answers you're given. There are three possible outcome (see the diagram below)



- 1. If the answer to Q1 is yes, or the end customer refuses to answer - High Risk (very rare).**
 - a. Don't enter the premises and adopt a nil handshake policy with customers.
 - b. Don't further the job yourself or add any notes to the job.
 - c. You must contact your Line Manager and they will deal with any furthering of the job.
 - d. No signature required during task closure – don't hand your device to the customer.

- 2. If the answer to Q2 is yes - Extra precautions needed (rare) - Take additional steps to keep yourself safe and well**
 - a. Wipe all surfaces you need to touch with anti-bacterial wipes
 - b. Maintain a safe distance from the customer(s)
 - c. Don't accept food or drinks
 - d. Adopt a nil handshake policy with customers
 - e. No signature required during task closure – don't hand your device to the customer
 - f. After leaving the premises, clean all your equipment with anti-bacterial wipes and wash your hands thoroughly.

- 3. Business as usual (most common) – There's no change to your standard working practices.**

Q. I have an existing medical condition - should I do anything differently?

A. Please carry on as normally as possible and pay particular attention to good hygiene practices. If you are concerned about an underlying health condition you can also discuss this with your Line Manager and Group HR.

Q. On arrival at customer premises I'm being asked questions about whether I might have been exposed to coronavirus. What do I do?

A. Answer any questions asked related to coronavirus and follow any specific requests of you as you enter the site. If you feel the questions are unreasonable, speak to your Line Manager.

Appendix 1 - Current List of High Risk Countries as of 10.03.2020

Please note this list is subject to change and the most current information can be located on government websites.

- Cambodia
- China
- Hong Kong
- Iran
- Italy
- Japan
- Laos
- Macau
- Malaysia
- Myanmar (Burma)
- Singapore
- South Korea
- Taiwan
- Tenerife – only the H10 Costa Adeje Palace Hotel
- Thailand
- Vietnam