

## Company Statement – Coronavirus disease (COVID-19)

Following the government announcements and advice, Hi-Line have issued the following updates surrounding the coronavirus disease.

We will follow all updated government advice, which as it currently stands is;

- if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started.
- if you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill
- it is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community
- for anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period. (See [ending isolation](#) section for more information
- if you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period
- if you cannot move vulnerable people out of your home, stay away from them as much as possible
- if you have coronavirus symptoms:
  - do **not** go to a GP surgery, pharmacy or hospital
  - you do not need to contact 111 to tell them you're staying at home
  - testing for coronavirus is not needed if you're staying at home
- plan ahead and ask others for help to ensure that you can successfully stay at home and consider what can be done for vulnerable people in the household
- ask your employer, friends and family to help you to get the things you need to stay at home
- wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser
- if you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the [NHS 111 online](#) coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

If you are aware of any team members still attending work who are showing symptoms or have been to or in contact with someone who has been to a high-risk area, please make this known to our HR department.

**Our Cutters:** With immediate effect all cutting staff will refrain from entering any offices. This includes all outbuildings, training facilities, stores.

Face to face meetings should be via a field manager only. All paperwork and any other transfer of documentation should be with your field manager outside of any office environment.

Our cutters will operate within the same groups for traveling purposes. Along with individual travel to working sites.

**Our Surveyors:** All surveyors should try to maintain minimum contact with the office as much possible with immediate effect.

It is likely when approaching landowners and tenants we will receive queries. The following precautions will be made:

- If contact details are already held where possible try to make initial contact by telephone/email
- Where possible we will try and arrange to communicate via email, for consent forms etc
- Wear disposable gloves when knocking at doors

- Stand 2 metres away from customers during discussions
- On initial discussion with customers, advise that as a company we are taking precaution because of the Coronavirus.

**Our Field Managers:** It is not possible for field managers to avoid visiting office sites; therefore, we will always take precaution, washing hands, using hand gel prior to entering offices where possible or on arrival.

**Office Staff:** Ensure any contact with field staff is outside of the office.  
Refrain from visiting other offices and ensure contact is only made via telephone/email.  
All office staff are required to wash/ sanitise hands when leaving and entering the building.

**Any Visitors** – Our offices are closed to external visitors until further notice.

**Training:** All training from Monday 16 March 2020 will be cancelled for all staff and external applicants until the end of March. This will be reviewed over the coming weeks.

All staff members will adhere to guidance and recommendations provided by all third-party clients.  
This statement will be continuously reviewed.



Signed – Hugh Griffiths  
Director