



Document Number 1
Created on 19.03.20
Reviewed by S. Hewett 19.06.20
Review Date - Continuous

COVID-19 **STAFF and CLIENT** **CORONAVIRUS HEALTH ADVISORY GUIDELINES**

As a business Direct Flame Limited are continuously monitoring the situation surrounding the Coronavirus. We have compiled this advisory sheet for our clients in order to confirm the guidelines we are working to.

We are taking the advice issued by the Government on a daily basis, as well as following WHO guidelines. The health and safety of our clients and their clients / customers as well as our own employees, is paramount during this complex and unprecedented situation.

Prevention / Self Protection

As a company Direct Flame ask that our employees undertake measures to ensure they are working in an environment that is as risk free from disease and infection as it can be. As a client we hope this will provide you with reassurance that our employees are visiting sites that are maintaining their health and safety as much as is practically possible. Some of these measures may cross over with your own efforts to ensure infection is not passed on.

- Our staff will be provided with sterile hand gel which they are to use before entry and upon exit of any client premises.
- In the most polite way, staff have been instructed not to shake hands or to have any other physical contact with clients. This measure is meant with the best of intentions in order to stop the possible spread of any infection.
- Staff will be provided with cleaning materials, antibacterial wipes, antibacterial spray and paper towel in order to clean all surfaces they touch. This should be done on entry into a client's premises as much as possible and practical to do so. Again this direction is meant with only the cleanliness of the working area in mind.
- Tools will also be cleaned as much as possible between sites.
- At this time, we have advised our employees they do not have to wear facemasks. However, should any client wish our employees to wear facemasks during their visits these have been issued so that they can do so

Signs of Infection

The typical signs and symptoms of COVID-19 are a continuous dry cough together with a high temperature. The symptoms can range from a mild to moderate illness to a severe respiratory infection. It is most likely to cause more severe health issues for someone already experiencing health problems such as asthma or diabetes, cancer or lung disease.

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- If any client or customer has any of the symptoms, they should self-isolate immediately for 7 days
- If anyone has been in close contact with a potential coronavirus sufferer who has shown signs of infection, they should also self-isolate for 14 days

Clients and their customers must contact their GP if they have any of the following;

- Severe shortness of breath
- Symptoms do not ease after 7 days
- Symptoms worsen at any time

These guidelines are being adapted and updated all the time and our employees, Managers and Directors are monitoring the situation consistently.

Further information concerning COVID-19 is available on the NHS Information Website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Another source of useful information is the World Health Organisation and their website is:

www.who.int

If you wish to contact Direct Flame Ltd our email is:

servicedesk@directflamelt.com

Our advice to our clients is to remain vigilant and undertake all practical precautionary measures they are able to. Our guidelines for our staff are generally the same. We are confident that as a business Direct Flame Ltd can help and support our clients throughout these difficult and uncertain times.