

PANDEMIC RECOVERY PLAN (PRP)

JULIUS RUTHERFOORD & CO

VERSION 9.0

05/01/2021

VERSION HISTORY

VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1.0	Dominic Morris-Marsham	25/01/2020	New Document	Dominic Morris-Marsham
2.0	Virginia Schuldt	29/01/2020	Updated in line with potential Coronavirus outbreak	Rebecca Elliott
3.0	Virginia Schuldt	13/03/2020	Reviewed in line with Government advice	Rebecca Elliott
4.0	Virginia Schuldt	24/03/2020	Reviewed in line with Government advice	Rebecca Elliott
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7.0	Virginia Schuldt	29/05/2020	Reviewed in line with Government advice	Rebecca Elliott
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9.0	Virginia Schuldt	05/11/2021	Reviewed in line with Government advice	Rebecca Elliott

PREPARED BY	Rebecca Elliott	TITLE	Compliance Manager	DATE	05/01/2021
APPROVED BY	Virginia Schuldt	TITLE	Customer Experience Director	DATE	05/01/2021

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1. HIGH-LEVEL OUTLINE OF PANDEMIC RECOVERY PLAN

These are the major goals of the pandemic recovery plan.

This document describes our policies and procedures for responding to and recovering from a pandemic outbreak that disables company staff and negatively impacts the company's ability to provide client services as usual. It includes process plans for addressing people issues and maintaining the firm's ability to provide business as usual.

Our objective is to mitigate the impact of a pandemic illness, ensure service delivery, data integrity and availability and overall business resilience.

The principal aim of the pandemic recovery program is to develop, test and document a well-structured and easily understood plan which will help the company recover as quickly and effectively as possible from an outbreak, such as the Coronavirus, which could reduce available staff needed to support the firm's business operations

Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that pandemic operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are feasible and cost effective
- The need to consider implications on other company sites
- Pandemic recovery needs applicable to key customers, and stakeholders

2. PANDEMIC COMPANY POLICY

This is the Company's Pandemic Policy, available on its website and its internal Intranet system.

Pandemic Company Policy

This Company policy sets out the measures Julius Rutherfoord & Co Ltd are actively taking to mitigate the spread of a pandemic strain of influenza and ensure the safety of its employees engaged in providing cleaning and portering services, its staff at head office, working remotely and its other stakeholders. The Company Directors have overall responsibility for this policy. Day to day responsibility for ensuring this Policy is put into practice is delegated to the Company Compliance Manager.

The Company will:

1. Routinely maintain, review, and audit its Business Continuity and Pandemic Recovery Plans
2. Monitor its compliance with all relevant pandemic legislation and guidance
3. Introduce appropriate procedures and systems to ensure safe and healthy working conditions of its employees and others. This will include:
 - a. The assessment and minimisation of risks associated with a pandemic outbreak. A copy of this risk assessment will be available on its company website and internal Intranet system
 - b. Identifying and implementing assessed control measures from JR&Co and its Customer risk assessments relating to employee health, social distancing, travel, access and egress, cleaning & hygiene practices and building safety
 - c. Ensuring all staff are aware of the Pandemic Company Policy and the required actions employees and stakeholders maybe required to take to protect themselves and others from a potential virus infection by appropriate training and communication
 - d. Identifying any hazards to individual employees, assess the risk posed and put control measures in place to eliminate or reduce the risk

This Pandemic Company Policy is susceptible to review and amendment following regulatory, national or guidance change. All such changes will be communicated to all key stakeholders accordingly.

A copy of the Julius Rutherfoord & Co Ltd Pandemic Company Policy is displayed on its internal intranet system, SharePoint and its web site www.juliusrutherfoord.co.uk.

Signed:



J.A.G. Beilby
Director



D.R. Morris-Marsham
Director



3. KEY PERSONNEL AND CONTACT INFORMATION

These are the key resources involved in the pandemic recovery plan, including all key stakeholders and third-party resources.

NAME	PANDEMIC ROLE	JOB TITLE/ COMPANY	PHONE	EMAIL
Dominic Morris-Marsham	Pandemic Coordinator	Founding Director		dominic@juliusrutherfoord.co.uk
Andy Beilby	Pandemic Board Member	Founding Director		Andy@juliusrutherfoord.co.uk
Chris Jarvis	Pandemic Board Member / Financial	CFO		Chrisjarvis@juliusrutherfoord.co.uk
Caroline Hutchins	Pandemic Board Member / Operations	Operations Director		Carolinehutchins@juliusrutherfoord.co.uk
Virginia Schuldt	Pandemic Board Member / Client Needs	Customer Experience Director		Virginiashuldt@juliusrutherfoord.co.uk
Lisa Davrincourt	Pandemic Board Member / Financial	Financial Controller		lisadavrincourt@juliusrutherfoord.co.uk
Rebecca Forster	Pandemic Board Member/ Communications & Wellbeing	Head of Communications		rebeccaforster@juliusrutherfoord.co.uk
Nick Rastelli	Pandemic Board Member / Sales	Sales & Marketing Director		NickRastelli@juliusrutherfoord.co.uk
Norbert Rave	Key Team Member/ Operations Continuity	Account Performance Manager		norbertrave@juliusrutherfoord.co.uk
Rebecca Elliott	Health/ Safety & Compliance	Compliance Manager		rebeccaelliott@juliusrutherfoord.co.uk
Silvia Frau	Employee liaison & communications	HR Manager		silviafrau@juliusrutherfoord.co.uk
Marcelo Fiestas	Logistics support (HQ)	Mobile Support Technician		marcelofiestas@juliusrutherfoord.co.uk
<i>Operations Managers</i>	Primary link to employees and customers	Operations Managers	<i>Refer to SharePoint telephone list for all Ops Managers</i>	<i>Refer to SharePoint telephone list for all Ops Managers</i>
Nigel Rawson	Supply distribution	Bunzl		Nigel.rawson@bunzl.co.uk
Scott Marshall	Supply distribution	Liberty		Scott.marshall@libertyhygiene.co.uk

4. BACKUP PROCEDURES

These are the procedures that should be carried out in case of Pandemic or major disruption in processes.

JR&Co have put in place a list of critical business activities and planned preventative actions against each activity to document the process in place should there be a case of Pandemic or major disruption (reference 1).

QHSEMS-011 Disaster Recovery Plan (ref. 2) and QHSEMS-012 Operations Continuity (ref. 3) also set out the arrangements in case of on or off site emergency and should be consulted with in conjunction to this plan.

A summary of key arrangements is also detailed below:

Departmental managers are responsible for ensuring that employees understand the JR&Co's pandemic recovery plan policy and procedure. Employees are responsible for familiarising themselves with the procedure and should speak to their manager should they have any questions.

JR&Co has identified a Pandemic Crisis Management Team (see section 2. Key personnel). The team will consist of members of both senior and middle management. The Senior members of the Pandemic Crisis Management Team will meet (virtually) weekly to exercise leadership and make operational and business decisions.

As a contingency measure, where possible employees will be cross trained in various functions to ensure that adequate cover is provided in different roles.

A pandemic communications strategy will be developed to ensure that employees and customers are provided with up-to-date and accurate information on the status of the pandemic. Information will be provided to employees via the normal lines of communication. As well as other important information, employees will be briefed on the symptoms of the virus and who to contact should they believe they, or a colleague, has the virus. Employees will also be provided with instructions regarding personal hygiene to avoid spread of the virus. Communication sent will be held in CRM system. Updated communication sent at least weekly and following all government lead updates as well as changes to company operations.

The organisation's leave and absence policies will be continuously developed as the status of the pandemic changes. The leave policies that will be developed include the organisation's sick leave and bereavement policy.

Employees may be required to observe social distancing work rules to prevent the spread of illness and will be informed of this through the organisation's Pandemic Crisis Management team at the time.

Where possible, JR&Co will aim to ensure continuous service delivery on site during the pandemic whilst ensuring employees observe the correct social distancing, PPE, health surveillance, etc. guidance. Where a Customer is unable to support a continued service due to the Pandemic, JR&Co have put in place a *service suspension process* providing the Customer a reduction in service price. (reference 4)

Head Office support systems will remain unaffected as JR&Co has put in place the required IT and support infrastructure for all Head Office Employees to work from home. Refer to the *RAM 045 Managing provision of the Health, Safety & Wellbeing (HSW) during Covid-19 pandemic* which provides reference to supporting measures to be taken to ensure employees HS&W whilst working from home (reference 5)

REF 1: Combined Risk Register

REF 2: QHSEMS-011 Disaster Recovery Plan

REF 3: QHSEMS-012 Operations Continuity

REF 4: Service Suspension Process

REF 5: RAM 045 (A & B) Managing provision of the Health, Safety & Wellbeing (HSW) during Covid-19 pandemic

5. PANDEMIC RECOVERY PROCEDURES

These are the key components (recovery tasks) in the PRP that should be immediately addressed and acted upon in the event of emergency.

Recovery Tasks (Order of Priority)	Person(s) Responsible	Milestones	Other Relevant Information
Identify individuals and representatives that will coordinate pandemic response and will need to contribute to the plan	Pandemic Board	Should already be in place	
Review and activate business continuity plans	Pandemic Board	Review at outset of pandemic warning	
Issue processes and procedures for alert and outbreak	Pandemic Board	At outset of outbreak	
Develop a communications plan (both internal and external)	Head of Communications	At outset of outbreak and ongoing	
Review and revise staffing arrangements both on client sites & at head office	Pandemic Board	Plan as part of outbreak and implement as soon as required	
Provide Pandemic prevention, outbreak and support training to all employees	HR Manager	At outset of outbreak	
Increase stock levels of PPE & essential supplies	Compliance Manager/ Project Support Officer	At outset of outbreak and ongoing	
Obtain up to date customer site information (policies/ procedures in place, occupational levels, etc.)	Operations Managers	At outset of outbreak	
Prepare processes and arrangements for recovery	Pandemic Board	During pandemic	

6. RECOVERY PLAN FOR CUSTOMER SITES

This is the relevant information needed to continue recovery plans at a customer site.

Where possible, JR&Co will aim to ensure continuous service delivery on site during the pandemic whilst ensuring employees observe the correct social distancing, PPE, health surveillance, etc. protocols. Where a Customer is unable to support a continued service due to the Pandemic, JR&Co have put in a place a *service suspension process* providing the Customer a reduction in service price and an agreed suspension of all or partial service. (reference 6).

JR&Co will maintain suitable external communications (at least weekly) throughout the pandemic to both continuing and suspended clients. For suspended clients, JR&Co remain on standby/ alert for notice to reinstate service operations. A minimum of 72 hours has been agreed in order for JR&Co to arrange the return of staff and finalise further logistic and support needs. Where Permanent staff changes are requested at least 4 weeks consultation will be required.

In order for a service to be resumed, JR&CO will request customers to complete the service reinstatement questionnaire (ref 7) so that they can align resource, needs and procedures in line with the customers need. JR&Co have prepared a Service Reinstatement Process that sets out the key components to facilitate a return to operations (reference 8).

Suitable internal communication will be issued to employees prior to return so employees are prepared for return. Supporting guidance such as return to work safety training (PPE, social distancing, health surveillance and disinfectant cleaning) will be provided virtually prior to return. All employees will be required to review and acknowledge any pandemic policy issued to support return.

Additionally, employees will be required to familiarise themselves via support training from their managers, of customer key procedures and protocols as these may differ from the guidance provided from JR&Co.

All training will be recorded and documented.

Ref 6. Service Suspension Process

Ref 7. Service Reinstatement Questionnaire

Ref 8. Service Reinstatement Process

7. RESTORATION PROCESS

These are the steps and resources needed in order to restore the disrupted systems or business.

The Return to Work Action Plan sets out the steps and resources required in order to restore disrupted systems and business operations.

ACTION	STAGE	OUTPUTS REQUIRED	RESPONSIBLE	PRIORITY	STATUS
General					
Continue to follow NHS/ PHE/ UK legislation for latest updates and guidance	Preparation & Return	Continue to maintain	All Management	High	In place
Continue to maintain normal internal and client communication channels	Preparation & Return	Continue to maintain	All Management	High	In place
Continue to follow Coronavirus Outbreak Process for all suspected and confirmed cases	Preparation & Return	Continue to maintain	All Management	High	In place
Maintain ongoing senior management update meetings	Preparation & Return	Continue to maintain	All Senior Man	High	In place
Procedural					
Draft & issue <i>service reinstatement process</i>	Preparation		Compliance Manager	High	In place
Draft & Agree JR&Co <i>safe working practices/ standard operating procedures for on site, mobile and head office employees</i>	Preparation		Compliance Manager	High	In place
Draft, agree and issue applicable return to work <i>policies</i> to all employees	Preparation	Return to work Policy Work Safely Policy Guest and Visitor Policy (HO)	Compliance / HR Manager	High	In place
Devise <i>RAMS</i> based on Standard Operating Procedures to be issued to all clients	Preparation	Pre and post return sanitisation cleaning RAMS Working Safely during Pandemic RAMS	Compliance Manager	High	In place
Draft & issue pandemic recovery plan	Preparation	Issue draft to senior management board	Compliance Manager	High	In place
Client/ Site Specific					
Send service reinstatement questionnaire to client	Preparation	Daft questions to be agreed by Senior Management Board Issue by Head of Comms / APM	Compliance Manager / APM	High	In place
Confirm service levels required	Preparation	Ref service reinstatement questionnaire Obtain info on areas occupied / in use Phased return? Agree cleaning plans Confirm sub contractual services recommencing? Day Janitor schedule changes (increased cleaning to priority touchpoints, etc.)	OM	High	In place

Confirm operational changes needed to conform to social distancing and client requirements	Preparation	<p>Review and reallocate cleaner/cleaning areas breakdown to ensure suitable social distancing guidelines</p> <p>Ensure our work or employees safety is not compromised by any client specific request - 'open book policy' with clients that some cleaning activity might have to be reconsidered and rescheduled to a later date</p> <p>Communicate operational changes to client</p>	OM/ DD	High	In place
Check for any changes to client's protocols and procedures	Preparation	<p>Access arrangements</p> <p>Visitor arrangements</p> <p>Collecting/ disposing waste</p> <p>Emergency procedures</p>	OM	High	In place
Confirm any additional services required (non contractual extras to be sold)	Preparation	<p>Consumables pricelist (sanitiser, PPE, dispensers, etc).</p> <p>Additional services handout</p>	APM / OM	High	In place
Confirm if client would like any return Sanitisation Cleans	Preparation	<p>Confirm if reinstatement / cloroxT360 clean as part of service reinstatement</p> <p>questionnaire</p> <p>Formulate RAMS/COSHH</p>	APM / OM	High	In place
Request copy of client's policy for their return to work measures taken and relevant RAMS	Preparation	<p>As part of service reinstatement questionnaire</p>	APM	High	In place
Record client guidelines and practices as an SSI on Goldmine, ensuring relevant Management team is aware of these requirements	Preparation	<p>As part of service reinstatement questionnaire</p>	APM	High	In place
Communicate with site employees these guidelines and practices. Record as training record on APP	Preparation	Ref return to work training plan (TBTS)	OM	High	In place
All operatives and managers and visiting sites should wash hands on arrival (or use sanitiser where hand washing facilities not available)	Preparation	Ref Standard Operating Procedures	OM	High	In place
Notify suppliers /contractors of site reopening	Preparation		APM	High	In place
Continue to schedule customer meetings via conference call (unless agreed otherwise and social distancing/ safe practices can be maintained)	Return		All Management	Medium	In place
Training					In place

Draft return to work training plan & materials for all employees including Management & Head Office	Preparation	TBT PPE TBT Disinfectant/ Sanitisation Cleaning TBT Working Safely TBT Touchpoint cleaning TBT Social Distancing	Compliance Manager	High	In place
Issue return to work training material via employee communication channel to all employees	Preparation		HR Manager	High	In place
Devise & implement a temporary online induction, refresher and TBT training programme as group and onsite training options will be limited	Preparation		Compliance Manager / Head of Comms	High	In place
Monitor training completion records and performance manage any non-conformance	Preparation		Compliance / HR Manager	High	In place
Prepare a plan for TBTs to be issued monthly	Return		Compliance / HR Manager	Medium	In place
HR					
Re-engage employees & mitigate workforce anxiety	Preparation & Return	Working from home questionnaire (Head Office Staff) Site Staff Survey Pre- start Communications campaign to all staff Post - start follow up communications / follow up survey / platform for employees to share their concerns/ suggestions etc	HR Manager	High	In place
Absence Management	Preparation	Ensure policy for absence with flu-like symptoms remains in place and known by all employees Continue to maintain employee absence tracker and review for any possible trends of continued absence that will need to be addressed by HR Site Supervisors to continue to have authority to exclude employees who have flu like symptoms Monitor site attendance using time & attendance system	HR Manager / Payroll Manager	High	In place
Define who returns to work	Preparation	Risk assess employees with pre-existing medical conditions whether they can return now, or a further period of isolation is required dependant on condition & precautions we can implement	HR Manager	High	In place
PPE					
PPE to continue to be issued to employees in accordance with government advice	Preparation & Return	Continue to follow NHS/ PHE/ UK legislation for latest updates and guidance	OM	High	In place

Maintain high stock levels at head office - ensuring stock levels monitored on tracker	Preparation	Early sourcing for gloves, masks (disposable & reusable), shields, aprons, etc.	Compliance Manager	High	In place
Solutions to PPE sourcing difficulties	Preparation	Source from alternative suppliers high stock levels at head office Schedule pre-orders	OM	High	In place
Cleaning Equipment/ Materials					
Review current stock levels of key cleaning chemicals, materials, and consumables on site (disinfectant, sanitiser etc) and order additional requirements early prior to site reopening	Preparation	stock inventory checklist Operations site visit to review supplies Consumables - check with client	OM	High	In place
Ensure cleaning equipment and tools are in working condition	Preparation	Check PAT testing records Schedule overdue testing TBT refresher to all staff Safe use of Equipment TBT (visual checks etc)	OM	High	In place
Instruct/ train supervisors to request further stock early to ensure higher levels of stock is available	Return		OM	Medium	In place
Head Office					
Define who returns to work	Preparation	Risk assessments higher risk individuals Childcare commitments if schools not open	HR Manager	High	In place
Define COVID-19 additional roles and responsibilities	Preparation	One area/ responsible for deliveries -add signage isolation room (small meeting room)?	Senior Management	Medium	In place
Revise head office hours to consider options for head office to staff to commute outside of peak hours (earlier starts/ later finishes)	Preparation		Customer Experience Director	High	In place
Agree a phased return of head office staff - those with pre-existing medical conditions and those who can continue to work from home to be the last to return	Preparation	Discuss/ agree as part of Senior Management Board meeting	Customer Experience Director	High	In place
Prepare Head Office for return (reduce amount of frequent touchpoint surfaces, maintenance, supplies, sanitisation clean, etc)	Preparation	consider reduction touchpoint surface use (printers, fabric chairs, switches, telephones, etc.) Clorox T360/ pre sanitisation clean Check consumable supplies Check working condition of required items	Stores / IT	High	In place

Back in the office arrangements (day one onwards)	Return	<p>Enter by main entrance only</p> <p>Issue of antibacterial wipes for touchpoint cleaning</p> <p>Continue regular thermometer reading checks on all returning employees</p> <p>All employees to wash hands and sanitise on arrival and if returning from any outside business</p> <p>Operations team to remain away from head office</p> <p>Hand gel/ sanitiser available at every desk and sanitiser stations suitably scattered throughout head office</p> <p>Increase in day cleaning - temporary day janitor/ assign colleague(s) who can undertake additional cleaning duties throughout day?</p> <p>Separate PPE waste bin</p> <p>Consider office clear out to remove unnecessary items that can be touched/ contaminated</p>	Customer Experience Director / Compliance Manager	High	In place
2M Social Distancing arrangements	Preparation & Return	<p>Checkerboard seating</p> <p>Prepare draft seating / floor plan to be agreed at Board Meeting</p> <p>Close/ limit employees using internal communal spaces (kitchen, toilets, seating areas, etc)</p> <p>Liaise with Stores / IT to arrange</p> <p>Remove additional seating into storage</p> <p>Consider signage / one way system</p> <p>Reduce capacity in meeting rooms</p>	Stores / IT	High	In place
All non-essential head office visits to continue to be postponed until further notice	Return	<p>No drop in operative visits</p> <p>Continue to register staff remotely</p> <p>No training to be carried out at head office</p> <p>No non-essential maintenance visits</p> <p>No customer visits</p>	Compliance Manager / Customer Experience Director	High	In place
Transport					
Travel outside of peak hours where at all possible	Return	Discuss and agree what is viable and issue supporting transport policy	Compliance Manager	High	In place
Limit carpooling / or only with suitable PPE	Return		Compliance Manager	High	In place
Regular disinfectant cleaning of touch point surfaces in car	Return		Compliance Manager	High	In place
No unnecessary travel	Return		Compliance Manager	High	In place
Public transport should only take where necessary	Return		Compliance Manager	High	In place
Send out transport guidelines / policy	Preparation		HR Manager	High	In place

Ref 6. Return to work Action Plan



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8. RECOVERY PLAN PRACTICE AND EXERCISING

This is the plan carried out in order to practice and prepare for an emergency.

This pandemic recovery plan will be routinely tested and audited (at least annually as part of a review of JR&Co's management system). Scenarios that will introduce challenges to the recovery process will be implemented and a full mock run through should be done in order to verify that the measures and procedures in place remain appropriate and effective.

Results of testing will be provided in the scope of an internal audit and supporting documentation will be available as part of JR&Co QHSE Management System.

9. PLAN CHANGES OR UPDATES

These are the details regarding any changes or updates made to the PRP, version number, and history.

Version 9. 05/01/2021. – R. Elliott. Updated section 3 (key Personnel) to include reference to new Sales & Marketing Director part of pandemic board and updated section 6 (recovery plan for customers sites) to include agreed customer reinstatement timeframes of 72 hours for temporary staffing changes and minimum 4 weeks for permanent changes to allow consultation.