

STORY

COVID-19 **BUSINESS CONTINUITY** **PLAN**

Current Stage:
Stage 4

The most up-to-date version of this document can be found at
www.storycontracting.com

Version updated: 30th March 2020

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Appendix 1 - Social Distancing

Appendix 2 - Minimising the spread of COVID-19

Appendix 3 - What to do if someone shows symptoms of COVID-19

Appendix 4 - What to do if there is a confirmed case of COVID-19

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COMPLETE
<ul style="list-style-type: none"> • Business Continuity Team created - Executive Leadership Team and others as necessary • Daily Business Continuity Meeting created • Key functions identified to ensure business continuity: <ul style="list-style-type: none"> - Payroll - Procurement - Purchase Ledger - Roster and Planning - Supplier Assurance - HSQE - HR - Project Management • Key function set up as home workers and testing completed to ensure full functionality • Route critical key sites identified • Key workers identified • Letters issued to key workers in order to maintain access to education and childcare • Site Priority List created to ensure resource can be directed to high priority sites in the event of increased sickness absence • Intranet hub created with FAQs, wellbeing information and information on where to find financial advice. • Key Worker letters distributed to all staff working in critical roles • Implemented all social distancing and safety measures on-site including one-person-per-vehicle travelling.
ONGOING
<ul style="list-style-type: none"> • Continue to work with clients to identify key sites • Track worker absence rates associated with COVID-19 symptoms • Be prepared to close lesser priority worksites and divert resources • Implementation of Coronavirus Job Retention Scheme phase one • Supporting our supply chain strategically and, where necessary, financially
PENDING GOVERNMENT DECISIONS
<ul style="list-style-type: none"> • Prepare for further site closures including the need to make safe and secure worksites

BACKGROUND INFORMATION

Story Contracting have adopted a 6-stage practical and strategic approach to tackling Covid-19, and the progression of the pandemic increasing its impact on our business.

These stages are moving very quickly so it is important to review each stage as we are dealing to some extent with the unknown.

As and when the business believes we are moving into the next stage, all actions for the previous stages will be reviewed as well as the plan going forward.

The 5 business critical stages we have summarised and considered are:

Stage 1 – Business 'almost' as usual – awareness of risks and plans in place

Stage 2 – Cases of Covid-19 confirmed in staff or staff off work self-isolating with symptoms

Stage 3 – Government Restrictions in place affecting work and 20% staff on sick leave

Stage 4 – Regional offices shutdown/only critical sites remain

Stage 5 – Business shutdown – unable to maintain any sites

Stage 6 - Business reopening and recovery

This is based on 6 key areas of the business:

- People Management
- Operations and Strategic Management
- Housekeeping
- Communications
- Supply Chain Management
- Critical Support Function Protection (IT, Payroll, Purchase Ledger)

At all stages of this plan, Government Advice will be followed and adhered to as a minimum to protect everyone at Team Story.

STAGE ONE

BUSINESS 'ALMOST' AS USUAL

PEOPLE
<ul style="list-style-type: none">• Test working at home• Consider sick pay• Ensure staff contact and emergency contact lists up to date• Minimise meetings• Minimise visits between offices• Minimise visits between sites• Increase hygiene awareness
OPERATIONS & STRATEGIC MANAGEMENT
<ul style="list-style-type: none">• Weekly board meeting moving to twice weekly• Liaison with all clients to understand their position
HSQE & HOUSEKEEPING
<ul style="list-style-type: none">• Ensure cleaning regimes and awareness• SSOW and appropriate risk assessments• Protection of vulnerable groups
COMMUNICATIONS
<ul style="list-style-type: none">• Daily communication with all staff via text and/or email• Posters developed for all workplaces with PHE advice• Comms planned formulated• Information Hub on intranet for Covid-19
SUPPLY CHAIN MANAGEMENT
<ul style="list-style-type: none">• Reassure suppliers• Ask for their continuity plans• Ensure plenty of stock where possible• Ensure programme critical sites are highlighted in case supplies run short
CRITICAL FUNCTION SUPPORT
<ul style="list-style-type: none">• Test IT, Payroll, Procurement and Purchase Ledger functions are all tested remotely, and staff trained in remote working methods• VPN reviewed and tested• Mobile phone provision analysed, and additional phones provided where needed

STAGE TWO

CONFIRMED CASES OF COVID-19 OR STAFF SELF-ISOLATING WITH SYMPTOMS

PEOPLE
<ul style="list-style-type: none">• All staff working at home where possible• No office/site cross contamination• Site staff understand social distancing and hygiene regimes
OPERATIONS & STRATEGIC MANAGEMENT
<ul style="list-style-type: none">• Board meeting 3 times a week to continually monitor advice
HSQE & HOUSEKEEPING
<ul style="list-style-type: none">• Vulnerable groups identified and contacted with advice• Deep clean of office/site conducted if any employees are sent home with symptoms
COMMUNICATIONS
<ul style="list-style-type: none">• Daily communication so all employees understand social distancing, self-isolation and NHS guidelines• Upbeat comms introduced• Message from CEO to go out weekly to reassure staff• FAQ section on intranet introduced
SUPPLY CHAIN MANAGEMENT
<ul style="list-style-type: none">• Additional information requested from supply chain and made aware of our site restrictions and requirements• Transparent communication with supply chain if restrictions start to affect productivity
CRITICAL FUNCTION SUPPORT
<ul style="list-style-type: none">• Payroll and Procurement teams working remotely at all times and all system issues are now fully resolved• 2000 meetings by Skype/Teams held successfully over a 2-week period transitioning from face to face meetings to technological solutions

STAGE THREE

GOVERNMENT RESTRICTIONS IN PLACE AND 20% OF STAFF OFF ON SICK LEAVE

PEOPLE
<ul style="list-style-type: none">• Look to retain all staff using the Coronavirus Job Retention Scheme• Potential for sacrificial and critical sites conversation with clients• Consider 'holiday' policy and impact when economy starts to recover, if staff are on annual leave• Consider impact of school closures and key workers
OPERATIONS & STRATEGIC MANAGEMENT
<ul style="list-style-type: none">• Board meeting 3 times a week continues with special subgroups addressing relevant issues as they arise
HSQE & HOUSEKEEPING
<ul style="list-style-type: none">• 3-month isolation for high risk vulnerable conversations• Tool box talks formulated• Reminder about best practice
COMMUNICATIONS
<ul style="list-style-type: none">• Daily comms continues• Simple jargon buster guide for staff• Inviting questions from staff to answer on FAQ's• Texts sent to personal and work mobiles alerting staff to critical comms• Key worker comms sent out
SUPPLY CHAIN MANAGEMENT
<ul style="list-style-type: none">• Update sent to supply chain and clients with Story updated Business Continuity Plan
CRITICAL FUNCTION SUPPORT
<ul style="list-style-type: none">• Helpdesks and contact details circulated• IT support remote working• IT sourcing additional ink supplies and consumables for staff working at home

STAGE FOUR

REGIONAL OFFICES CLOSE AND ONLY CRITICAL SITES REMAIN

PEOPLE
<ul style="list-style-type: none">• Key worker letters distributed to all workers in critical roles• Implemented all social distancing and safety measures on-site including one-person-per-vehicle travelling• Implementation of Coronavirus Job Retention Scheme phase one
OPERATIONS & STRATEGIC MANAGEMENT
<ul style="list-style-type: none">• Continue to protect long term plans and ensure programme critical sites are maintained where possible• Shutdown plan in place
HSQE & HOUSEKEEPING
<ul style="list-style-type: none">• Ensure all plans and policies are being adhered to• Ensure staff are getting support and HSQE advice
COMMUNICATIONS
<ul style="list-style-type: none">• Clear comms to all about sites that remain operational• Daily updates continue• Mental wellbeing comms and support• Intranet hub created with FAQs, wellbeing information and information on where to find financial advice• Coronavirus Job Retention Scheme hub set up on staff intranet, providing information for all staff who have been 'Furloughed'
SUPPLY CHAIN MANAGEMENT
<ul style="list-style-type: none">• Continue to be transparent with supply chain regarding potential decrease in requirements• Supporting our supply chain strategically and, where necessary, financially
CRITICAL FUNCTION SUPPORT
<ul style="list-style-type: none">• Payroll and Purchase Ledger staff supporting Procurement with supply chain and invoicing to minimise disruption

STAGE FIVE

BUSINESS SHUTDOWN UNABLE TO MAINTAIN ANY SITES

PEOPLE
<ul style="list-style-type: none">• Consider use of holidays/parent annual leave• Maximise Coronavirus Job Retention Scheme to ensure we are 'ready for action' once lockdown lifted
OPERATIONS & STRATEGIC MANAGEMENT
<ul style="list-style-type: none">• Site shutdown implemented
HSQE & HOUSEKEEPING
<ul style="list-style-type: none">• Consider all HSQE issues with site shutdown
COMMUNICATIONS
<ul style="list-style-type: none">• Clear comms to clients and workforce• Maintain daily message to staff• Additional mental wellbeing comms distributed
SUPPLY CHAIN MANAGEMENT
<ul style="list-style-type: none">• Communicate with supply chain to pay invoices and support them
CRITICAL FUNCTION SUPPORT
<ul style="list-style-type: none">• Payroll implement Coronavirus Job Retention Scheme for staff as advised

STAGE SIX BUSINESS REOPENING AND RECOVERY

PEOPLE
<ul style="list-style-type: none"> • Phased return back to sites and office • Full briefing on return to work from managers • Phased visits behind sites and offices • Phased return to work for those classified in vulnerable groups • Continue increased hygiene awareness on sites and in office • Assess wellbeing of workforce • Employees should not return to work for 7 days if they have had symptoms or 14 days if anyone in their household has had symptoms • Employees should not return to work if they still have a high temperature or feel unwell
OPERATIONS & STRATEGIC MANAGEMENT
<ul style="list-style-type: none"> • Weekly board meeting held twice weekly • Liaison with all clients to understand their recovery plans. • Identify start up sites. • Strategy created for the event of a second wave of Covid-19
HSQE & HOUSEKEEPING
<ul style="list-style-type: none"> • Ensure increased cleaning regimes and awareness prior to return to work • SSOW and appropriate risk assessments prior to returning to work • Identified employees who require competence renewed following extensions • Check PPE stock
COMMUNICATIONS
<ul style="list-style-type: none"> • Regular communication with all staff via text and/or email to help them settle back into work and communicate any changes • Comms plan created to engage staff with getting back to BAU • Positive PR internally and externally to say Story is back in business • Adapt Covid-19 intranet page to include return to work guidance
SUPPLY CHAIN MANAGEMENT
<ul style="list-style-type: none"> • Reassure suppliers that we're back in business • Share our recovery plan • Ask for their recovery plans • Share which sites will be opening first • Ensure plenty of stock to service sites • Ensure critical sites are highlighted in case supplies run short
CRITICAL FUNCTION SUPPORT
<ul style="list-style-type: none"> • IT to support payroll, procurement and purchase ledger and other systems based functions with their return to work • Mobile phone provision analysed and additional phones provided where needed • Team leaders to plan phased approach of their departments • Sites to be supported in start up

KEY WORKERS & WORKSITES

Employees of Story Contracting Limited working in critical roles in the transport sector, are classified as a 'key worker' in accordance with the guidelines issued by Government on 19 March 2020.

The work these employees do is critical to the COVID-19 response as they work in one of the identified critical sectors within the following category:

Transport: This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.

Communications to key workers

Employees of Story Contracting Limited who have been identified as key workers have been formally contacted to inform them that their specific role is necessary for the continuation of the essential public transport service.

HSQE guidance for work sites

Employees of Story Contracting Limited who have been identified as key workers have been sent guidance information on how to keep themselves safe and help keep our critical infrastructure sites operational.

Accommodation for key workers

Letters have been drafted and sent to hotels to ensure that they can remain open for employees of Story Contracting Limited who have been identified as key workers who are working on critical infrastructure work sites.

Letter from Ministry of Housing, Communities & Local Government regarding hotel accommodation for key workers distributed to all relevant staff.

School arrangement for key workers

Letters have been drafted for schools of employees of Story Contracting Limited who have been identified as key workers with children.

If required, to arrange school attendance employees should show this letter to their child's school. If the school is closed, they should contact their local authority who will seek to redirect you to a local school in their area that their child can attend.

Network Rail Key Worker Letter

Letters from Andrew Haines, Chief Executive of Network Rail, confirming status of Story Contracting staff as key workers as a member of the Network Rail supply chain distributed to all relevant critical workers.

HSQE Communication - 24th March

Toolbox Talk - 24th March

REMEMBER

Self Isolation is **STAYING AT HOME** for **7 days** if you have had symptoms and **14 days** if **ANYONE** in your household has had it.

Wash your hands REGULARLY

Don't shake hands with ANYONE

Social distancing is keeping **2 metres** away from **EVERYONE** this includes when you are outside and in the supermarket

STORY

Advice for Site Teams

Site Working

The following general guidance applies:

- Daily briefings and toolbox talks should be delivered outside where practicable
- Briefings should be signed with your own pen where practicable
- Maintain a minimum of 2 metres between workers where practicable
- Do not walk in groups and maintain 2 metres between each other
- Do not shake hands with colleagues or visitors
- Wipe down handles and levers on tools, equipment and plant with antibacterial wipes before and after use
- Wear gloves at all times
- Wash hands before putting gloves on and after taking them off

During rest breaks

Workers should maintain 2 metre distance from colleagues at all times whilst on breaks:

- Wash hands before each break and before handling or eating food
- Stagger breaks to ensure that 2 metre distances can be maintained in welfare cabins
- Clean surfaces after each break
- Wash hands before putting gloves on and returning to work

If anyone on your site, or in your workplace has A new, continuous cough OR a high temperature:

THINK

Staff Intranet Information Hub

Our STORY

FAVOURITES
QUICK LINKS
SB

What is the difference between self-isolating and social distancing?

Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible
3. Work from home, where possible. Your employer should support you to do this. Please refer to employer guidance for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact your GP or other essential services

Self-Isolating is staying at home, and avoiding contact with everyone and includes:

DO:

- Try to keep at least 2 metres (3 steps) from other people in your home, particularly people over 70, or those with long-term health conditions
- ask friends, family and delivery services to deliver things like food shopping and medicines but leave them outside
- sleep alone, if possible
- regularly wash your hands with soap and warm water for at least 20 seconds
- drink plenty of water and take paracetamol to help with your symptoms

APPENDIX TWO

MINIMISING THE SPREAD OF COVID-19

Staff Intranet Post - 28th February

General precautions that you can take:

1. Cover your coughs and sneezes – Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues away; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. **NOTE – Story have purchased alcohol based hand sanitising products and have positioned them in kitchen and toilet areas for use.**
2. Clean your hands often – Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.
3. Clean all “high-touch” surfaces everyday – High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.



HSQE Communication - 2nd March

Coronavirus (COVID-19): Latest information and advice

THINK

Story Contracting are aware of employee concerns in regards to the spread of Coronavirus. This alert has been prepared to confirm that we are monitoring this risk, and that we will ensure that we are fully compliant with government guidelines. If you are a returning traveller from overseas, you are required to comply with government guidance.

[Click here to read the latest advice & guidance](#)



Further advice from the government can be found here:

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

As stated previously, Story are tracking government advice and we will issue further information and guidance if anything changes.

Alan Taylor, Director of HSQE

HSQE Communication - 5th March

Coronavirus (COVID-19) Update for Site Managers

Current government guidance indicates that daily cleaning work surfaces and taps daily will reduce the risk of spreading viruses and infections. As such, please can you ensure that arrangements exist for the **daily cleaning** of tables, chairs, worktops and taps within welfare cabins.

Disposable towels should be used and thrown away after cleaning and shared non-disposable towels should be avoided. Stores will be increasing stock levels for cleaning products to accommodate increased use.

Further information will be issued in line with any changes to government advice or guidance.

Please ensure every welfare cabin has a poster with the information below to make all employees aware.

HSQE Communication - 6th March

Coronavirus (COVID-19) - Update for Staff

Story Contracting held a senior team meeting yesterday to discuss all aspects of protecting our people and our business that may be affected if Coronavirus continues to spread.

As a company, we will continue to follow Government advice and the link to the information is at the bottom of this update.

Remember the BEST way to protect yourself is to regularly and thoroughly wash your hands.

As a precaution, could ALL STAFF who are travelling abroad, please send an email to hadmin@storycontracting.com with details of your trip, including airports you are flying to and from and the departure and return date. This should be done 2 weeks before you travel.

If you are travelling to any of the Category 1 or Category 2 countries please also discuss with your Line Manager.

It has been announced today that **all of Italy** is now a Category 2, so please follow the advice as below:

Staff Intranet Post - 9th March

Please remember we can help protect each other by:

- Washing your hands more often than usual, for 20 seconds whenever you: get home or into work, blow your nose, sneeze or cough, eat or handle food
- It is important to use soap and water or hand sanitiser
- Covering your mouth if you cough or sneeze; Catch it, Bin it, Kill it
- Avoiding contact with people who are unwell
- As every office is equipped with audio and video conferencing, this is to be used in place of all non-essential business travel especially if the meetings are internal

Thinking about the implications if you/your team needed to work from home and speaking to your Line Manager if you have any concerns.

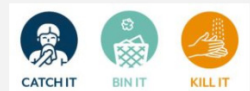
Staff Intranet Post - 13th March

Preventing the spread of the virus

Remember there are things you can do to help stop viruses like coronavirus spreading:

DO

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- putting used tissues in the bin immediately (Catch it Bin It Kill It)
- wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- try to avoid close contact with people who are unwell
- daily cleaning of tables, chairs, worktops and taps within welfare cabins
- disposable towels should be used and thrown away after cleaning and shared non-disposable towels should be avoided



DON'T

- touch your eyes, nose or mouth if your hands are not clean

You can find further information from:

APPENDIX TWO

MINIMISING THE SPREAD OF COVID-19

Staff Intranet Post - 17th March

Coronavirus (COVID-19)

Important Update – 17th March AM

The Government advice has once again changed, and we need ALL staff to follow the new guidelines for self isolation which are now:

- IF YOU develop symptoms of a new and persistent cough, fever or shortness of breath stay at home for 7 days or
- IF ANYONE IN YOUR HOUSEHOLD develops symptoms you must self isolate for 14 days from the day the first person got symptoms.

**Please refer to NHS live guidance: <https://www.nhs.uk/conditions/coronavirus-covid-19/> **

Distributed Poster - 19th March

COVID-19 – Advice and Cleaning Site Welfare Facilities

ADVICE IS CHANGING ALL THE TIME BUT CURRENT ADVICE IS BELOW

If anyone on your site has:

- A new, continuous cough OR a high temperature they should stay at home or be sent home for 7 days
- Use Online TII <https://tii.nhs.uk/covid-19>, or call TII if they do not have internet access
- Do not visit GP, pharmacy, urgent care centre or a hospital
- Ring 999 if they are seriously ill, injured or life is at risk
- Once the person has gone home, there is no need to close the business or workplace or send any other staff home.

CLEANING WORK AREAS AFTER SENDING ILL PERSON HOME

Public areas where the person has been should be cleaned thoroughly as normal by the site. All surfaces that the person has come into contact with should be cleaned and disinfected thoroughly including:

- objects which are visibly contaminated with bodily fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

USE DISPOSABLE CLOTHS OR PAPER ROLL AND DISPOSABLE MOP HEADS

WEAR DISPOSABLE GLOVES TO CLEAN ALL HARD SURFACES AND USE THE CLEANING SOLUTION PROVIDED BY STORES.

TRY TO AVOID SPLASHES AND SPRAYS AND DISPOSE OF ALL CLOTHS AND MOP HEADS IN LINE WITH THE SAFE SYSTEM OF WORK.

REMEMBER THE BEST WAY TO KEEP US ALL SAFE IS REGULAR HAND WASHING FOR 20 SECONDS!



STORY

HSQE Communication - 24th March

REMEMBER



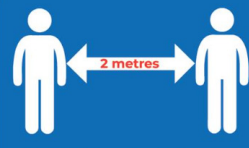
Self Isolation is **STAYING AT HOME** for **7 days** if you have had symptoms and **14 days** if ANYONE in your household has had it.



Wash your hands **REGULARLY**



Don't shake hands with **ANYONE**



Social distancing is keeping **2 metres** away from **EVERYONE** this includes when you are outside and in the supermarket

Toolbox Talk - 24th March

STORY

Advice for Site Teams

Site Working

The following general guidance applies:

- Daily briefings and toolbox talks should be delivered outside where practicable
- Briefings should be signed with your own pen where practicable
- Maintain a minimum of 2 metres between workers where practicable
- Do not walk in groups and maintain 2 metres between each other
- Do not shake hands with colleagues or visitors
- Wipe down handles and levers on tools, equipment and plant with antibacterial wipes before and after use
- Wear gloves at all times
- Wash hands before putting gloves on and after taking them off

During rest breaks

Workers should maintain 2 metre distance from colleagues at all times whilst on breaks:

- Wash hands before each break and before handling or eating food
- Stagger breaks to ensure that 2 metre distances can be maintained in welfare cabins
- Clean surfaces after each break
- Wash hands before putting gloves on and returning to work

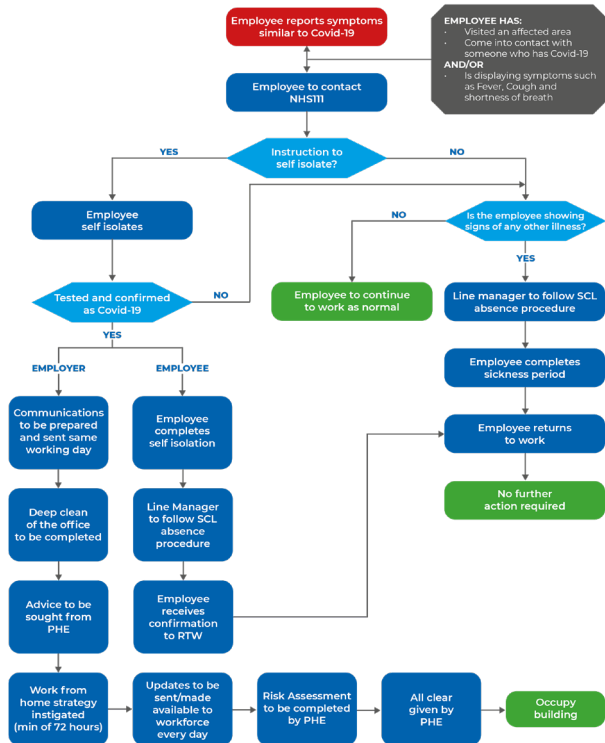
If anyone on your site, or in your workplace has A new, continuous cough OR a high temperature:

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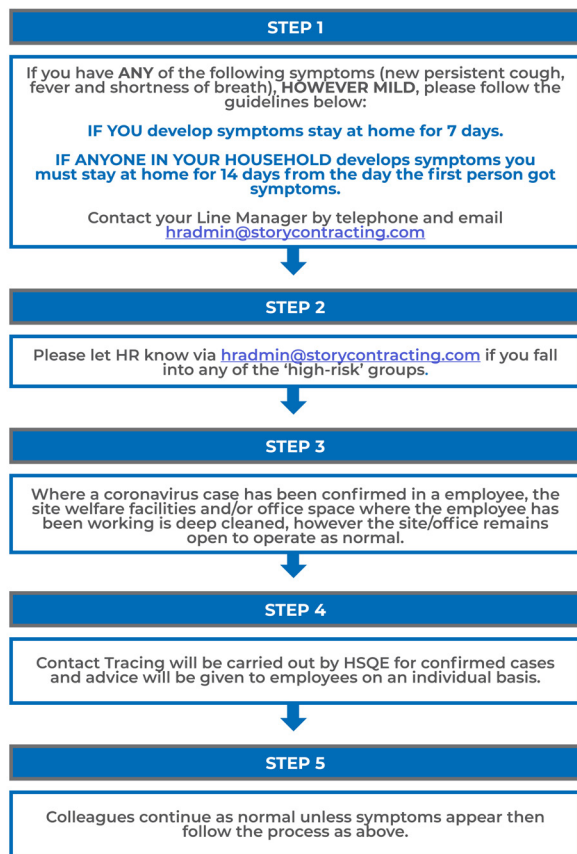
APPENDIX THREE

WHAT TO DO IF SOMEONE SHOWS SYMPTOMS OF COVID-19

HSQE Communication: 11th March



Newsletter to all staff - 16th March



Texts to all staff - 13th & 16th March

13:32

STORYTexts >

Fri 13 Mar, 11:19

To protect yourselves, your colleagues and the business you MUST inform both your Line Manager and hadmin@storycontracting.com if you display ANY symptoms of Coronavirus (dry cough, fever, shortness of breath) or you have been in close contact with anyone who has been confirmed with the virus. Thank you.

Mon 16 Mar, 09:40

Please DO NOT come into work if you have a new dry cough, a fever or shortness of breath or if you have been in contact with anyone who has been confirmed with Covid-19. Ring your Line Manager and email hadmin@storycontracting.com. You do not need a sicknote for these conditions, but please self isolate.

Mon 16 Mar, 13:49

The Training Admin team are currently working remotely so please ring [07583 069704](tel:07583069704) or email training@storycontracting.com to

Text Message

Staff Intranet COVID-19 FAQs

What do I do if I have been on holiday? >

We haven't got hand sanitiser on our site, what do I do? >

What do I use for cleaning the welfare cabin, site office or workspace if someone has had Covid-19 symptoms?

All sites are being issued with posters describing the process but please see the links to the [Risk Assessment](#) and the [Safe System of Work for deep cleaning](#).

APPENDIX FOUR

GUIDANCE ON KEEPING OUR SITE TEAMS SAFE

Coronavirus (COVID-19) Update for Site Managers

Current government guidance indicates that daily cleaning work surfaces and taps daily will reduce the risk of spreading viruses and infections. As such, please can you ensure that arrangements exist for the **daily cleaning** of tables, chairs, worktops and taps within welfare cabins.

Disposable towels should be used and thrown away after cleaning and shared non-disposable towels should be avoided. Stores will be increasing stock levels for cleaning products to accommodate increased use.

Further information will be issued in line with any changes to government advice or guidance.

Please ensure every welfare cabin has a poster with the information below to make all employees aware.

STORY

Advice for Site Teams

Site Working

The following general guidance applies:

- Daily briefings and toolbox talks should be delivered outside where practicable
- Briefings should be signed with your own pen where practicable
- Maintain a minimum of 2 metres between workers where practicable
- Do not walk in groups and maintain 2 metres between each other
- Do not shake hands with colleagues or visitors
- Wipe down handles and levers on tools, equipment and plant with antibacterial wipes before and after use
- Wear gloves at all times
- Wash hands before putting gloves on and after taking them off

During rest breaks

Workers should maintain 2 metre distance from colleagues at all times whilst on breaks:

- Wash hands before each break and before handling or eating food
- Stagger breaks to ensure that 2 metre distances can be maintained in welfare cabins
- Clean surfaces after each break
- Wash hands before putting gloves on and returning to work

If anyone on your site, or in your workplace has A new, continuous cough OR a high temperature:

THINK

Covid 19-Use of Vans/Personal Cars

Following the earlier communication providing guidance to work sites, we have reviewed arrangements with regards to travel to and from work sites.

We understand that people will need to travel home from works as planned this evening, however **from tomorrow morning travel to work sites must be limited to one person per vehicle**, which is in line with industry guidance.

Where possible, this should be by company vehicle, and we are currently assessing van availability and will reallocate vans to support our critical work sites as soon as possible.

However, **where vans aren't available then employees can use their own vehicles to commute to their fixed work site on a one person per vehicle basis**. We have confirmed that standard motor insurance covers commuting to and from a fixed work site, but in the event of any dispute with your personal insurance provider, we have **confirmed that our company motor policy will provide sufficient comprehensive cover**.

If you require any further guidance or clarification, then please consult with your line manager.

Covid 19-Guidance for Site

Please see attached (and below) a Toolbox Talk with guidance for site teams.

Please read it carefully and ask a member of the HSQE team if you have any questions or concerns.

This information is to keep you safe and help keep our sites operational.

The guidance is changing daily, and we are in constant contact with all of our clients and will continue to update you as advice changes.

Site Working

The following general guidance applies:

- Daily briefings and toolbox talks should be delivered outside where practicable
- Briefings should be signed with your own pen where practicable
- Maintain a minimum of 2 metres between workers where practicable
- Do not walk in groups and maintain 2 metres between each other
- Do not shake hands with colleagues or visitors
- Wipe down handles and levers on tools, equipment and plant with antibacterial wipes before and after use
- Wear gloves at all times
- Wash hands before putting gloves on and after taking them off

During rest breaks

Workers should maintain 2 metre distance from colleagues at all times whilst on breaks:

- Wash hands before each break and before handling or eating food
- Stagger breaks to ensure that 2 metre distances can be maintained in welfare cabins
- Clean surfaces after each break
- Wash hands before putting gloves on and returning to work

COVID-19 – Advice and Cleaning Site Welfare Facilities

ADVICE IS CHANGING ALL THE TIME BUT CURRENT ADVICE IS BELOW

If anyone on your site has:

- A new, continuous cough OR a high temperature they should stay at home or be sent home for 7 days
- Use Online T11 <https://t11.nhs.uk/covid-19>, or call 111 if they do not have internet access
- Do not visit GP, pharmacy, urgent care centre or a hospital
- Ring 999 if they are seriously ill, injured or life is at risk
- Once the person has gone home, there is no need to close the business or workplace or send any other staff home.

CLEANING WORK AREAS AFTER SENDING ILL PERSON HOME

Public areas where the person has been should be cleaned thoroughly as normal by the site. All surfaces that the person has come into contact with should be cleaned and disinfected thoroughly including:

- objects which are visibly contaminated with bodily fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

USE DISPOSABLE CLOTHS OR PAPER ROLL AND DISPOSABLE MOP HEADS

WEAR DISPOSABLE GLOVES TO CLEAN ALL HARD SURFACES AND USE THE CLEANING SOLUTION PROVIDED BY STORES.

TRY TO AVOID SPLASHES AND SPRAYS AND DISPOSE OF ALL CLOTHS AND MOP HEADS IN LINE WITH THE SAFE SYSTEM OF WORK.

REMEMBER THE BEST WAY TO KEEP US ALL SAFE IS REGULAR HAND WASHING FOR 20 SECONDS!



STORY

Texts to all staff

10:04

STORYTexts >

Please DO NOT come into work if you have a new dry cough, a fever or shortness of breath or if you have been in contact with anyone who has been confirmed with Covid-19. Ring your Line Manager and email hradmin@storycontracting.com. You do not need a sicknote for these conditions, but please self isolate.

Mon 16 Mar, 13:49

The Training Admin team are currently working remotely so please ring **07583 069704** or email training@storycontracting.com to book Safety Critical Training.

Mon 16 Mar, 20:38

Government Guidance has changed this evening and you should now self isolate for 14 days if you or ANYONE in your household has a new and persistent cough, fever or shortness of breath. You should still inform your Line Manager and HR Admin. Thank you for helping protect everyone at Story Contracting.

Fri 20 Mar, 09:35

We have been made aware that some of the important updates regarding Covid-19 are going into your spam mail on personal email accounts. Please check and add us to your list of approved senders as it is critical that everyone receives all communication. Thank you.

Saturday 09:35

We have set up a page on 'Our Story' with information about Covid-19, and FAQ's. If you have any questions, email communications@storycontracting.com and we will do our best to answer them. Please follow the guidance and help keep everyone safe.

Monday 21:38

Following Boris' address to the nation, he made it clear that people can still attend work who cannot work from home. As our site staff cannot work from home, this means all sites will remain as normal until further notice. Site staff should attend their planned shifts. Office staff should work from home and can only go to the office to do tasks that CANNOT be done from home. We will provide further details by email tomorrow morning.

Tuesday 09:02

Sentinel have advised all registered companies that all Sentinel railway competences & medicals will be extended for 4 months. The training team are continuing training as planned, but in smaller groups, & this will be risk assessed throughout the whole process. Thank you.

Text Message

Story Shout Outs: Site focused daily staff newsletter

STORY

#TeamStory: Shout Outs

In these uncertain times, it's even more important than ever to do what we do best and keep our Story spirit high. Thank you to everyone who is continuing to work hard, look out for each other and stay safe by [following advice](#).

Please send through any photos, updates or shout outs from where you are to: communications@storycontracting.com so we can keep sharing updates.

Our Plant team are doing essential works both on the rail network and planning from home:

Thanks to Terence Pettitt for sending in this photo taken at Gascoine Wood Sidings where we are installing sleepers for a new loop line on behalf of Network Rail.

Thanks to Peter Wilkinson for sending in this photo of day one of working from home. Kids in the living room doing their homework and his wife, who works for the NHS, beside him!

To top this off we've received some great feedback from our

STORY

#TeamStory: Shout Outs

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Please send through any photos, updates or shout outs from where you are to: communications@storycontracting.com so we can keep sharing updates.

Eastern Projects Update

The team are delivering essential vegetation management works in the sunshine at Golcar near Huddersfield.

Good progress is being made on our site at Horden in County Durham with the new station starting to take shape.

"Thank you to all the site teams who are keeping the show running. Stay safe and speak up if you have any questions." **Dan Jones, Contracts Manager (Eastern)**

STORY

#TeamStory: Shout Outs

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Please send through any photos, updates or shout outs from where you are to: communications@storycontracting.com so we can keep sharing updates.

Work to re-open care home for NHS

Craig Nicholson and his team have been working tirelessly to deliver a mothballed care home back to the NHS ready to accept patients from next Monday.

The camaraderie and professionalism they are all showing is amazing at these trying times, showing respect to the current guidelines introduced by the Government.

Times like these really do bring the best out in people. Having spoken with a number of our Construction Division over the past few days it's reassuring how many want to be out contributing to the business, the needs of the community and our clients. It's an absolute pleasure to be part of. Thanks all. **Andy Clode, Project Manager (Construction)**

P.S. Doover managed to avoid the picture - as usual!

STORY

#TeamStory: Shout Outs

In these uncertain times, it's even more important than ever to do what we do best and keep our Story spirit high. Thank you to everyone who is continuing to work hard, look out for each other and stay safe by [following advice](#).

We are going to send out shorter, more regular updates from across the business and aim to keep you as [informed as possible on Covid-19](#) during this time, instead of the standard weekly newsletter.

Please send through any photos, updates or shout outs from where you are to: communications@storycontracting.com

Infrastructure works for Taylor Wimpey

The team at Durrhill are busy delivering the infrastructure and plot works for almost 200 dwellings at the Taylor Wimpey housing site in Carlisle. Thanks to everyone who is continuing to do a great job on-site!

Hessle site set up

Big thanks to the team who are working on our Hessle project setting up site in advance of the future piling works. You're doing a great job, engaging with

APPENDIX SIX KEEPING THE PUBLIC INFORMED

Key Worker notification poster - to be displayed on site cabins of critical sites

STORY

KEY WORKERS

STORY CONTRACTING KEY WORKER NOTIFICATION

This site is operational in order to allow all workers on-site to carry out roles which are classified as a key worker in accordance with the guidelines issued on 19 March 2020.

Their employment is within the following category:

Transport

This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.

We confirm that, based on our business continuity arrangements, their specific role is necessary for the continuation of the essential public transport service.

Non-Network Rail Site Example

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We confirm that, based on our business continuity arrangements, their specific role is necessary for the continuation of the essential public transport service.

Network Rail relies on suppliers to keep the railway running and maintained on a daily basis. These suppliers are crucial to the operation of the railway, and would therefore be defined as key workers.



Network Rail Site Example

STORY

KEY WORKERS

STORY CONTRACTING KEY WORKER NOTIFICATION

This site is operational in order to allow all workers on-site to carry out roles which are classified as a key worker in accordance with the guidelines issued by Government on 19 March 2020.

Name of site – **UB303/104 River Taddial**

Location – **Strathcarron, Highlands**

Work being undertaken – **Steel strengthening works and application of protective paint system**

Duration of work – **4 weeks**


Emergency contact – **Brian Gilchrist (07580 639361)**

Their employment is within the following category:

Transport

This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.

If you have a concern or question, call Network Rail's 24-hour helpline: 03457 11 41 41



Site Specific Information Example

Key Worker notification poster - to be displayed in vehicles of key workers

STORY

KEY WORKER

STORY CONTRACTING KEY WORKER NOTIFICATION

This vehicle is being used by the driver to fulfil their role, which is classified as a key worker in accordance with the guidelines issued on 19 March 2020.

Their employment is within the following category:

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