



Coronavirus (COVID-19) Service continuity plan

Introduction

Vetspeed Ltd continues to closely monitor the impact of COVID-19 (“Coronavirus”) on our business and supply chains.

In light of the status of the coronavirus (COVID-19) being updated to ‘pandemic’ by the World Health Organisation, Vetspeed Ltd have created a pandemic recovery plan and procedure. The reason for this is that our general continuity recovery plan focuses on a short-term recovery programme whereas, the effects of the Coronavirus pandemic could last many months, thus outside of the normal scope of our BCP.

The following procedure sets out the contingency measures that Vetspeed Ltd will be bringing into effect as and when Coronavirus inevitably impacts our business.

The procedure aims to ensure that Vetspeed Ltd will be able to operate our business and service our customers to the best of our ability in such an event while protecting, as far as is reasonably possible, our employees.

Procedure

Vetspeed Ltd, as a leading pet cremation service provider and clinical waste management business have been given ‘key worker’ status. As we provide front line critical services to our customers and the UK infrastructure, it is crucial that our day to day operational services continue. All of our staff are aware of this status and where possible continue to carry out their daily duties to the best of their ability.

The Vetspeed Ltd Management team are responsible for ensuring that employees understand the Company’s pandemic recovery plan policy and procedure. Employees are responsible for familiarising themselves with the procedure and should speak to their line manager should they have any questions.

Vetspeed Ltd have created a Coronavirus Crisis Management Team. The team consists of members of both senior and middle management across all Vetspeed Ltd sites.

Members of the Coronavirus Crisis Management Team have received training on how to respond to a breakout of Coronavirus at a Vetspeed Ltd site should it occur. In the event of a breakout, members of the team will be expected to exercise leadership and make operational and business decisions.

As a contingency measure and where possible some employees are now being trained in different functions to ensure that adequate cover is provided in various roles.



A Coronavirus communications strategy has been developed to ensure that customers and employees are provided with up-to-date and accurate information on the status of the coronavirus spread, as well as updates of the impact to our own business. Information is being provided regularly to our employees via e-mails, letters, memos and now conference calls. Employees have been briefed on the symptoms of the virus and who to contact should they believe they, or a colleague, has the virus. Employees have also been provided with instructions regarding social distancing, use of PPE and high levels of personal hygiene to avoid spread of the virus.

The Company's leave and absence policies have been reviewed as the status of the Coronavirus pandemic changes. This includes the Company's policies on sickness absence, time off for dependants and bereavement leave, all in line with current UK government guidance relating to Coronavirus.

Prevention

Employees are required to observe several measures put in place by us to keep the risk of spread of coronavirus to an absolute minimum. These rules include the following:

- Social distancing at work such as maintaining at least two metre distance between colleagues and participants in essential meetings, avoiding unnecessary travel, cancellation of face-to-face meetings and working from home where possible.
- All group training sessions and activities, such as lunch and learn sessions, insight bereavement days, events will be postponed until further notice.
- Increased levels of hygiene management including keeping hands clean and coughing and sneezing into tissues which are immediately disposed of
- A requirement for employees to adhere to Government guidance on management of symptoms and self-isolation where recommended.
- Travellers returning from the high-risk areas (Category 1) are being advised to self-isolate, even if asymptomatic, and use the NHS services to find out what to do next. Those returning from Category 2 areas are being informed to self-isolate if they develop symptoms and call NHS services.
- Following company protocols for dealing with waste which could be contaminated.

Education

We are regularly providing our managers and employees with up to date information on virus prevention and isolation protocols aimed at minimising risk. We are also informing employees of the impact of COVID-19 to our business.

Monitoring

Our business is continually monitoring the information and implementing the advice and protocols recommended by UK Government, WHO and Centre for Disease Control (CDC).



We are monitoring employee absenteeism levels and are providing regular reports to management and executive teams.

Continued Analysis

- We continue to evaluate the effects of interruption to our business operations and have actioned certain sections of our continuity management programme, which is outlined below. This process involves identifying potential threats and impact to our organisation and our customers such as the inability to perform critical and essential processes. We will provide the most effective approach to restoring and resuming critical and essential functions and processes as soon as is practical.

Continuity Management Programme

Whilst we cannot know for sure what the full extent of the impact to our business will be, we have considered all areas within our control and will look to implement the following measures should an outbreak occur at any of the Vetspeed Ltd sites:

- We have purchased a number of additional laptops that have been dispatched across all Vetspeed sites. These laptops have been purchased in order that some key office based personnel can continue to carry out specific and relevant tasks remotely.
- Customer service phone numbers, i.e. Vet support, Novus customer service and Individual cremation team functions will be diverted to mobile phones and via laptops through our phone system supplier, this is so employees can pick these calls up remotely.
- Vetspeed Ltd continue to maintain a dialogue with a number of work agencies, who have been briefed on the specific roles and staffing requirements of the business. Should an outbreak occur, Vetspeed Ltd will have the ability to engage one or more of these agencies to cover some of our core functions such as cremations and waste collections, site processing and customer service.
- We have and continue to over-recruit staff where possible, particularly drivers and site operatives to provide sickness cover for those staff that need to self-isolate.
- Vetspeed Ltd ask all customers to assess their own storage capabilities. Should a situation arise where Vetspeed Ltd are unable to carry out customer collections, or possibly reduce collection frequencies, we ask, where applicable, that customers create as much storage space as possible at their own facilities to allow for additional storage if required.
- Vetspeed Ltd can work with our customers to provide additional storage such as freezers, cold storage if required. This includes delivery to customer premises if possible.
- Where drivers are self-isolating and certain collections, rounds do not take place, we are advising customers immediately of this and putting in place a recovery collection as the soonest possible opportunity.



- We are advising customers that agreed and standard collection schedules and frequencies are not always going to be achievable. All customers will receive a collections at some stage, we will not leave any our customers completely stranded, but is very likely we will struggle to maintain business as usual collections and will therefore look to prioritise collections where necessary. If we have a full complement of drivers at all times, usual services will resume, but it is important that customers know this is unlikely over the next 3 months, so contingency measures will be in place.
- Should one of the Vetspeed Ltd sites become effected by coronavirus and be unable to continue usual services, we will endeavour to deploy some of the work to alternative Vetspeed sites. This includes diverting waste, carrying out collections from other sites where possible and using other sites as a base for vehicles.
- Vetspeed Ltd will review employee shifts where possible to reduce larger working groups and minimise contact.
- Vetspeed Ltd have reviewed our PPE policy and followed guidance to ensure adequate and relevant PPE is available to all staff.
- Our business have purchased a number of additional PPE including hand sanitizers, gloves, P3 masks, hazmat suits which have been positioned in various departments and sites around the business. We have provided our staff with guidance relating to maintaining high levels of hygiene etc.
- Vetspeed Ltd have implemented a recycled cup policy, which means staff will not reuse any cups or mugs at any of our sites in case of risk of infection. All cups will be disposable until further notice.
- Vetspeed Ltd will look to implement a temperature monitoring system for staff. As and when staff come to or leave a site, their temperature will be assessed as a precautionary measure and to identify potential early signs of infection.
- Vetspeed Ltd will look to reduce non-contractual services. This will reduce the amount of vehicle movements and personnel interactions at our sites, whilst allowing our sites to have controlled and manageable volumes with sufficient storage capability should we need to stop processing material. This ensures that we can continue to deliver services to our priority customers.
- Vetspeed Ltd have engaged a number of additional suppliers, specifically in the UK as a contingency in the event that some of our overseas suppliers are unable to meet our stock demands due to reduced shipments, plant shutdowns, limited stock availability. We are also looking at providing some alternative products to some of those that we would regularly supply, this is to ensure we always have a product available for our customers.
- Until further notice, all planned group training, customer meetings and events will be postponed.
- As outlined above, any staff returning from overseas trips where coronavirus is present, have family members with infection or any staff showing any signs of coronavirus infection will be asked to self-isolate for a period of 14 days.



Further guidance for our customers regarding the handling of waste

- Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, tissues) should be put in a plastic rubbish bag and tied when full.
- The plastic bag should then be placed in a second bin bag and tied.
- It should be put in a suitable and secure place and marked for storage until the individual's test results are known.
- Waste should not be left unsupervised awaiting collection.
- You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.
- If the individual test is negative, this can be put in with the normal waste.
- If the individual tests positive, then store it for at least 72 hours and put in with the normal waste.
- If storage for at least 72 hours is not appropriate, please arrange for collection as a Category B infectious waste, this needs to be arranged by calling or emailing either CPC Vet Support on support@cpccares.com / 01763 207750 or Novus Environmental customer services on customer.services@novus-environmental.co.uk / 0330 221 1281 .
- We will supply you with orange clinical waste bags for you to place your bags into so the waste can be sent for appropriate treatment.
- Customers must notify Vetspeed Ltd in advance of any waste potentially infected with coronavirus that is either due to be collected or delivered into a Vetspeed Ltd facility.

The above policy and procedure will be continuously reviewed and updated to take account of the changing status of the coronavirus pandemic.