



COVID-19 Business Continuity Plan

We would like to share PHH Environmental (UK) Limited's strategy for continued support of our clients, colleagues, projects and staff during the Covid-19 (Coronavirus) outbreak.

Rest assured that we have made all the necessary and robust preparations to manage service continuity issues generated by social distancing and travel restrictions. We have also made preparations for all our staff are able to effectively work from home should we decide to close our Cardiff office in the future.

SERVICE CONTINUITY MEASURES

We have put in place management and technology solutions to ensure continuity of service throughout this challenging period and rapidly evolving circumstances.

Please note, however, that face-to-face meetings will be minimised. If at all possible, alternative arrangements will be made, including video or telephone conferencing. We are successfully utilising Microsoft Teams for this purpose, which we can host or help facilitate for others however, we would be happy to employ alternative solutions you may prefer (i.e. Skype, WhatsApp, etc.)

With specific regard to surveys, bulk sampling and removal, we are in a way pre-adapted to the problem as our work with asbestos requires our staff to take precautions on site by wearing PPE and RPE where required. Their masks, in particular, use P3 filters that are specially designed to prevent the inhalation of microscopic particles like asbestos fibres and viruses.

Site visits will be reviewed and a risk-assessment carried out when needed taking into account current guidelines at the time and individual site circumstances. In this regard, our site work especially with void properties will not be unduly affected by any escalation in the coronavirus outbreak in the UK.

If you currently have any void properties that require asbestos removal, full surveys or specific refurbishment surveys then this would be an ideal time to carry this out as we have the capacity to do this for you as soon as possible.

Registered in England & Wales Reg. No 05146856
PHH Environmental (UK) Ltd, Forgeside House, Cardiff Bay Business Centre,
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If there are any other work you require e.g. non-asbestos strip outs, replacing ceilings, painting, etc. we are always happy to assist -- all of our technical site-based staff are multi-skilled.

Please contact us to let us know if this is something, we are able to help you with.

Telephone calls will be diverted to our voicemail service (where our offices are unmanned), where you will be able to leave a message and the person concerned will return your call. Alternatively, you can email the member of staff you require, or our general office email address info@phhenv.co.uk which is monitored by our senior staff and Director.

They will ensure that your query is directed as appropriate to ensure a response.

Office based functions including bulk sample analysis, and survey report writing will continue as normal with no disruption in service anticipated.

UPDATES

Should anyone be confirmed as having contracted Coronavirus and has been in 'close proximity' with any PHH staff over the last few weeks or going forward, please let us know using the above email address as soon as possible so that we can take the necessary measures.

As we know this situation can change at anytime and we will continue to monitor Government advice and provide you with updates on any changes in our business continuity strategy as they occur.

FINALLY

Despite having successfully implemented our social-distancing and home-working strategy, it is inevitable "service as normal" will be disrupted to some extent and we ask for your patience in resolving any issues which may arise.

On a more positive note. We feel some of the technological solutions currently being employed may offer tangible benefits over traditional working and, once the current situation is resolved, could help us achieve our ambition for continuous improvement in delivery of services.

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If you have any queries please contact the undersigned.

Yours sincerely,

A handwritten signature in dark ink, appearing to read "Michael Preece", is written in a cursive style.

Michael Preece
Director
For & on behalf of:
PHH Environmental (UK) Ltd

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