



**TOOL BOX TALKS  
ENGINEERING (COVID-19)  
119**

ISSUE	PURPOSE	ORIGINATED	REVIEWED	AUTHORISED	DATE
1	REV 1	AH	SC	RW	16/03/2020
2	REV 2	AH	SC	RW	18/03/2020

SCCI GROUP LIMITED  
PIPER HOUSE  
14 WEST PLACE  
WEST ROAD  
HARLOW  
ESSEX  
CM20 2GY

**TOOLBOX TALK NO. 119**  
**ENGINEERING (COVID-19)**

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

Coronavirus disease (COVID-19) is a new strain that was discovered in 2019 and has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

Standard recommendations to prevent infection spread include regular hand washing, covering mouth and nose when coughing and sneezing, thoroughly cooking meat and eggs. Avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

**What is being done**

- All engineering staff are being provided with hygiene packs (latex gloves, wipes and hand sanitiser)
- Screening of residents and clients when arranging calls with regards to self isolation or known contact with COVID-19.
- Ban on all international business travel
- Restrictions on external meetings and third party visitors to office
- Review of home working and remote office set up to maintain business continuity
- Minimise the need to attend office or crowded areas where possible. (It is likely you will be provided additional stock)
- Review around maintaining engineering teams to clients, to decrease possibility of cross contamination
- Where possible and practical, minimise transfer of trainees amongst engineers to decrease possibility of cross contamination
- Where possible and practical, keep engineering crews the same to decrease possibility of cross contamination

## **ENGINEERING PROCESS**

Every effort is being taken to prevent calls being taken to attend and enter residents/properties where people are self-isolating

As you can understand, between confirming a call and attendance, there may be some time and symptoms may have presented themselves to the resident which were not present at time of booking so by the engineer asking the following is the next logical step:

Advice is;

Where residents' phone number is available or an intercom is available use it and, ask then;

***Good morning Sir/Madam***

***Due to the current situation regarding the Coronavirus outbreak, would it be ok to ask you a couple of questions?***

***Has anybody in the property been diagnosed with Coronavirus (also known as Covid-19)?***

***Has anybody in the property self-isolating or been advised to self-isolate by NHS 111 or Public Health England?***

Where 'Yes' is the response to either of the above please advise the resident;

Try and ascertain what issues they are having and if possible troubleshoot (eg. Check lead to socket etc) and respond

***I will attempt to resolve the problem externally without entering the property. If I am unable to I will advise accordingly and book a follow up call***

If you have to knock at the door, stand back away from the door and ask the above questions. If a person is self-isolating it is likely they won't open the door. Follow the above guidelines and advise that all attempt will be made to rectify the fault without entering the property

## **SYMPTOMS**

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually.

Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

## **WHAT CAN YOU DO TO PROTECT YOURSELF?**

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.  
Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.  
Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.
- Avoid touching eyes, nose and mouth.  
Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.  
Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.  
Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

## **WHAT TO DO**

Drink water to keep yourself hydrated; you should drink enough during the day so your urine (pee) is a pale clear colour.

If you do feel unwell with flu like symptoms you should follow Government guidelines and self-isolate contacting 111

Do not come into work and contact your line manager by phone

### **Should I wear a mask to protect myself?**

Only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19. Disposable face mask can only be used once. If you are not ill or looking after someone who is ill then you are wasting a mask. There is a world-wide shortage of masks, so WHO urges people to use masks wisely. The most effective ways to protect yourself and others against COVID-19 are to frequently clean your hands, cover your cough with the bend of elbow or tissue and maintain a distance of at least 1 meter (3 feet) from people who are coughing or sneezing.\*\*

\*\*This advice has been issued by World Health Organisation

### **Brief discussion points**

Please don't hesitate to contact the Health & Safety Department