

# TEST & TRACE: WORKING PRACTICES

Technical Surfaces Ltd has compiled the following information for customers, outlining our working practices in relation to Covid-19 and current NHS Test & Trace requirements.

Please note below our compliance with the current requirements, should you be required to contact us to confirm the details of any Operatives who completed maintenance works at your facility on a particular day.

## // Working Practices

- All maintenance works are logged as individual records on our internal database, and each job is assigned to a named Operative.
- A full schedule of works is maintained by our Logistics team, who can quickly establish which Operative was present at any site on a particular day.
- All Operatives are required to record the start and finish times for their assigned maintenance works, at every site they attend. This information is captured on both the official paperwork and the Operative's own personal timesheet.
- All Technical Surfaces vehicles are fitted with tracking units. This enables our Logistics team to confirm the location of any vehicle on a particular day, past or present.
- Where possible, our Operatives avoid entering any buildings on site. Our Logistics team makes every arrangement to ensure that the facility is accessible to our Operatives ahead of their arrival on site, avoiding the need to handle keys or access codes.
- All Operatives work in accordance with our Contactless Entry policy.

## // Data Retention

Current guidance states that data must be held for 21 days for test & trace purposes. We can confirm that the details of all maintenance works undertaken by Technical Surfaces Ltd, including the named Operative assigned to each job, are stored on our database in perpetuity.

## // Contactless Entry

A copy of our Contactless Entry policy has been attached for your reference.

## // Contact Information

Please call our National Office on 0116 2405910 we are open Monday to Friday (07:00 – 17:00).

To report a test & trace issue out of hours, please contact Mandy Hutchinson on 07827 325258.

Help to stop the spread of Covid-19:



# Technical Surfaces Ltd

## Contactless Entry Policy

Technical Surfaces Ltd has compiled the following policy in response to the Coronavirus - Covid 19 outbreak.

- Technical Surfaces has reopened following a short period of closure. We will continue to observe our contactless entry policy for the foreseeable future. We politely request that you review and facilitate the policy at all times. We appreciate that there may be site specific restrictions that prohibit some aspects of the policy being adhered to, please contact our Scheduling team on **0116 2405913** or **Scheduling@technicalsurfaces.co.uk** to discuss.
- For your reassurance, all of our maintenance team are DBS-checked, and this information is available to obtain in advance of attendance.
- On arrival at site, our maintenance team will not enter the premises. They will instead call the nominated contact to gain entry to the surface. Where this cannot be achieved, we politely request that you maintain a distance of 2 metres from the operative.
- We request that the gateways are unlocked on our arrival, to enable unrestricted access for our maintenance team and any machinery / materials.
- To reduce all contact, we request that all equipment is moved away from the playing surface and dividing nets are retracted prior to our arrival on site
- Our maintenance team will ensure that they do not come into close contact with any site personnel.
- Our maintenance team will confine themselves within the pitch for the duration of the works.
- The works will be undertaken as usual, in line with our normal high standards.
- Sanitech® decontaminant solution can be applied by our maintenance team to any gateway contact areas, e.g. locks, handles etc., once the works have concluded.
- We will not request that a completion certificate is signed for the foreseeable future.
- Paper copies of the completion certificates will not be issued on site; these will instead be uploaded to your OTIS portal. *(OTIS login details available on request)*
- Our maintenance team will continue to document their work by taking pre- and post-works images, to support completion of the maintenance.
- Our maintenance team will try to avoid using your on-site welfare facilities.
- We will utilise our in-house vehicle tracking system and telephone system to monitor our maintenance team whilst on site.

### Bookings contact

To avoid any issues with implementing our Contactless Entry policy, please provide any change in contact details below:

Name:

Title:

Preferred method of contact: ☐ Landline:

☐ Mobile:

This information is vital to ensure that the above policy can be fulfilled; please consider that your usual contact details may change in the event of the facility closing. We draw your attention to item 6 (section c) in our stated Terms & Conditions of Sale & Supply:

*"Where a regular maintenance contract is ordered and completion dates for Power Sweeping visits are agreed with the Customer, in the event that our operatives are denied access to the surface on a pre-agreed date and time, the Company reserves the right to charge the Customer the full value of the scheduled works"*

