

MARCH 2020

COVID-19 CRISIS MANAGEMENT



WE ARE FACING THE BIGGEST CHALLENGE
OF OUR GENERATION. YOUR HEALTH IS
OUR NUMBER 1 PRIORITY. ONLY TOGETHER
CAN WE OVERCOME THIS PANDEMIC.

Karim Sekkat - Chairman

Oxford Engineering Group

Version 4

COVID-19 CRISIS MANAGEMENT

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1 INTRODUCTION

We have been closely following government guidelines and developing our own when necessary. We will continue to do so in order to constantly evolve our response to the Corona Virus pandemic as the situation develops.

We are taking action to safeguard the health and wellbeing of our employees, suppliers and customers as well as the continued delivery of our goods and services to our valued customers.

We are currently implementing the following measures to ensure health and production remains unaffected from Covid-19.

If you need any assistance in supporting your supply chain by taking on interim manufacture should a supplier get into difficulty; then please get in touch with us. We can assist with machining, welding, assembly and Kanban services.

This document is to be communicated as widely as possible to ALL employees (by email and through our dedicated Covid-19 information boards and to all Customers, Suppliers and Contractors.

1. DAILY ONBOARDING – ALL EMPLOYEES & CONTRACTORS

ALL staff (employees / contractors) SHALL be required to COMPLY to ONBOARDING process BEFORE entering the PREMISES EACH DAY. This shall take place in the company car park and shall include:

- 1.1 wait in line prior to entry respecting 2 metres social distancing.
- 1.2 confirm you have not been overseas in the last 14 days.
- 1.3 confirm you have no symptom of coronavirus or any signs of sickness.
- 1.4 confirm you are not living with anyone that has signs of coronavirus or any sickness or has been tested positive.

In the event “yes” is provided to any of the above questions you will need to provide details and you will be required to go home NOT enter premises and self-isolate (See section 11). Further information shall be provided to you in this instance.

1.5 conduct a temperature test

In the event you have a temperature of 37.8 degrees or above, this will be classed as a fever and you be required to go home immediately. DO NOT enter premises and self -isolate (see section 11) and provided with further information.

1.6 sanitise hands or wash hands thoroughly with soap and water for 20 seconds

Upon completing steps 1-6, you will then be allowed ENTRY TO THE PREMISES.

2 EMPLOYEE & VISITOR OBLIGATIONS

**SOCIAL DISTANCING...SOCIAL
DISTANCING...SOCIAL DISTANCING.**

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This cannot be expressed enough. Everyone MUST keep a minimum of 2 METRES distance from one another.

To help we will be placing lines on the floor in the office / workshop / CMM room / canteen to demonstrate the 2 METRE distance and help provide a constant visual reminder. Please remind one another as this is a new situation we are not used to.

ANYONE WHO IS NOT respecting this rule will be reminded and consistent failure to comply will result in disciplinary action and/or asking them to leave the premises.

- Office staff shall be relocated to appropriate desks (as required) to ensure the 2 METRE distance rule.
- Restrictions shall be placed in all offices including conference room, small meeting room, logistics, quality, stores and the canteen allowing only a certain number to be present at the same time. This restriction shall be placed on the doors.
- You will all be required to clean your work area thoroughly with anti-bacterial products each day. (Please see cleaning information below).
- You will be required to wash your hands frequently (suggested every 2 hours) with soap and water (maintaining your SOCIAL DISTANCE) whilst in the lavatories. If you wear disposable gloves, please ensure you change these frequently and dispose of them in the appropriate BIN. DO NOT LEAVE USED GLOVES ON BENCHES OR FLOOR!

3 LOGISTICS – GOODS IN & DELIVERIES

We will be taking stricter controls in Good in and the following will be implemented:

- Locking ALL delivery doors
- At Oxford Engineering, keep the yellow shutter door closed

The above is to prevent and stop visitors / delivery drivers from walking into the company.

Employees shall still be able to access delivery doors for breaks, lunch and emergencies.

When delivering to customers, the 2 METRE RULE MUST BE FOLLOWED and reminded to customers if in the event you are asked to do something which does not allow for this distance. To those making deliveries an instruction notice shall be placed in the Company van.

4 KEY WORKER STATUS

Every employee who is deemed to be a key worker will be issued a letter to show to any relevant authorities and is required to possess while traveling from home to work and back. A document expressing the KEY STATUS of Oxford Engineering Group is also published on our website should the individual be stopped without this document in his/her possession.

5 WORKING FROM HOME

A remote working home option is set up for approved office staff. Employees must use remote management tools provided and follow strict guidelines on confidentiality and data security.

They must comply with their personalised letter outlining the implications of working from home, reporting, self-isolation, change in circumstances and other requested instructions.

6 ONBOARDING – MANAGING VISITORS

ONLY ESSENTIAL VISITORS SHALL BE PERMITTED INTO THE COMPANY PREMISES, THIS SHALL INCLUDE:

- customers
- maintenance support
- suppliers

APPROVAL must be sought prior from MD via email.

- If approved COVID -19 ONBOARDING document must be completed prior to visits and strict compliance is required. This shall be the responsibility of the person who is the point of contact TO SATISFACTORILY FILL-IN AND PROCESS THE OUTSIDE INTERACTIONS DOCUMENT.
 - Upon arrival at the Company, please ring the bell at Reception and step back 2 metres. A member of the Crisis Management Team will be with you shortly to go through the Onboarding process. Only persons with approved appointments shall be allowed entry.
- Deliveries Inbound and Outbound are authorised under THE OUTSIDE INTERACTIONS DOCUMENT rules.
 - Delivery drivers are hereby authorised not to deliver if the Customer fails to provide a safe environment and respect social distancing at all times. Delivery document will be shown to the Customer in that instance.

The Outside Interactions Document shall be held in reception, and upon obtaining approval, please inform the Head of the CRISIS MANAGEMENT Team (see team below) of the upcoming visitor to ensure point of contact understands the rules.

- The main front door to reception shall remain locked (this will not affect the fire exit in case of emergencies).

7 MANAGING COVID19, CRISIS TEAM & COMMUNICATIONS

A CRISIS LIKE COVID-19 CAN HAVE AN IMPACT ON EVERY PART OF THE BUSINESS.

Internal cohesion among cross-functional teams is key.

A crisis team has been formed which will be headed and managed by the Head of the Crisis Management Team. Please see below identifying team members.

The team members for each company shall be responsible for implementing strictly the following:

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- 7.1 Staff / Employees DAILY ONBOARDING,
- 7.2 Compliance with SOCIAL DISTANCING,
- 7.3 Checking that workplaces are cleaned daily
- 7.4 Updating COVID-19 notice boards with relevant and information
- 7.5 Providing daily updates and informing Head of the Crisis Management Team, if any employee/person on site feels unwell or not enforcing rules.
- 7.6 Manage cleaning supplies and distributing

The team shall be empowered to ask employees to leave the PREMISES if the ONBOARDING process is NOT complied with / individual(s) has a temperature / answers to questions require the person to self-isolate.

Training will be provided to the team members.

The Head of the Oxford Engineering Group Crisis Management Team shall also focus on management protocols and business continuity plans to guide current actions and forecast possible responses to future events. In general, their protocols and plans include:

- developing succession contingencies.
- conducting business using virtual, video or audio capabilities.
- restricting travel.
- reducing to business-critical operations only (management decision).
- cross-training team members to perform critical functions in the event of an unexpected absence or quarantine of another team member.
- documenting business-critical functions, processes or procedures in the event of an unexpected absence or quarantine of a team member.
- answering employee's questions.
- dealing with employees in self isolation, or if an employee is diagnosed with COVID-19.

7.7 CRISIS Management Team

- Head of the Oxford Engineering Group Crisis Team - Lesley Hindmarch
- Oxford Engineering HQ, Abingdon – Dave Kerry
- Hutton Engineering, Abingdon - Scott Lacey
- Hutton Engineering, Bicester - Nicola Kerrison
- Oxford Engineering, Estonia - Pavel Kohal
- Oxford Engineering, Philippines - Ted Muring

The Crisis management Team and their delegates to be trained in the use of disposable masks, gloves and sanitation or any other guidelines that may become necessary. They will always conduct their duties using appropriate PPE and following instructions.

***THE CRISIS MANAGEMENT TEAM IS HEREBY AUTHORISED BY
THE CHAIRMAN TO REFUSE ENTRY OR ESCORT FROM THE
PREMISES ANY INDIVIDUAL NOT COMPLYING WITH THE RULES
SET OUT IN THIS DOCUMENT.***

THEIR DECISION IS NOT UP FOR NEGOTIATION OR DEBATE AND SHALL BE FINAL.

The Head of the Crisis Management Team will report any such incidents to the Chairman.

8 Employees, Customers & Suppliers Communications

8.1 Communications

We will be updating our customers and suppliers with our strategy on how we are managing the business. Once the safety and well-being of our employees has been ensured; our focus shall continue to supply our customers.

- Supply chain disruption is likely, and you will be updated through your line manager of this impact.
- We ask our suppliers to do their best to keep supply flowing, and to tell us if they run into difficulty so we can help if we can.
- We ask customers to keep communication lines open, notably in timings for collections and shipping arrangements.

8.2 Business Continuity Update

Our business continuity as a business partner is a high priority, second only to our care for our employee's welfare and safety.

- Established in the 1960s, we have more than half a century of heritage dealing with change, uncertainty, epidemics, depressions and bad weather. We're still here. We intend to keep it that way.
- We have an experienced, flexible and adaptable workforce, with the calm and adaptable presence of many veterans.
- We are prepared!
- We will improvise, adapt and overcome. We will support our employees and their families in difficult times to the best of our ability.

8.3 Colour coding

We have introduced a colour coded factory operating protocol.

The Directors have the responsibility to advise on the colour code and the Crisis Management Team will implement the protocol forthwith.

CODE RED (SEVERE): SHUTDOWN ALL OPERATIONS

The Crisis Management Team has delegated authority from the Board to initiate a Code RED on a one call only basis.

The Crisis Team Member will make:

- 1 call to the Head of the Oxford Engineering Group Crisis Team (should there be no reply, authority is deemed given without further delay)
- 1 call to the Chairman (should there be no reply, authority is deemed given without further delay)

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Initiation of a Code Red Protocol:

1. use the Fire Alarm Drill procedure for evacuation
2. mobilise on site and remote team members for help
3. follow Positive Test Procedure (outlined below in chapter 9)
4. disseminate Disaster Recovery Procedure to ensure continuity of supply and deliveries
5. request immediate communications to employees, customers and suppliers who could be affected
6. ensure Chairman and management are informed

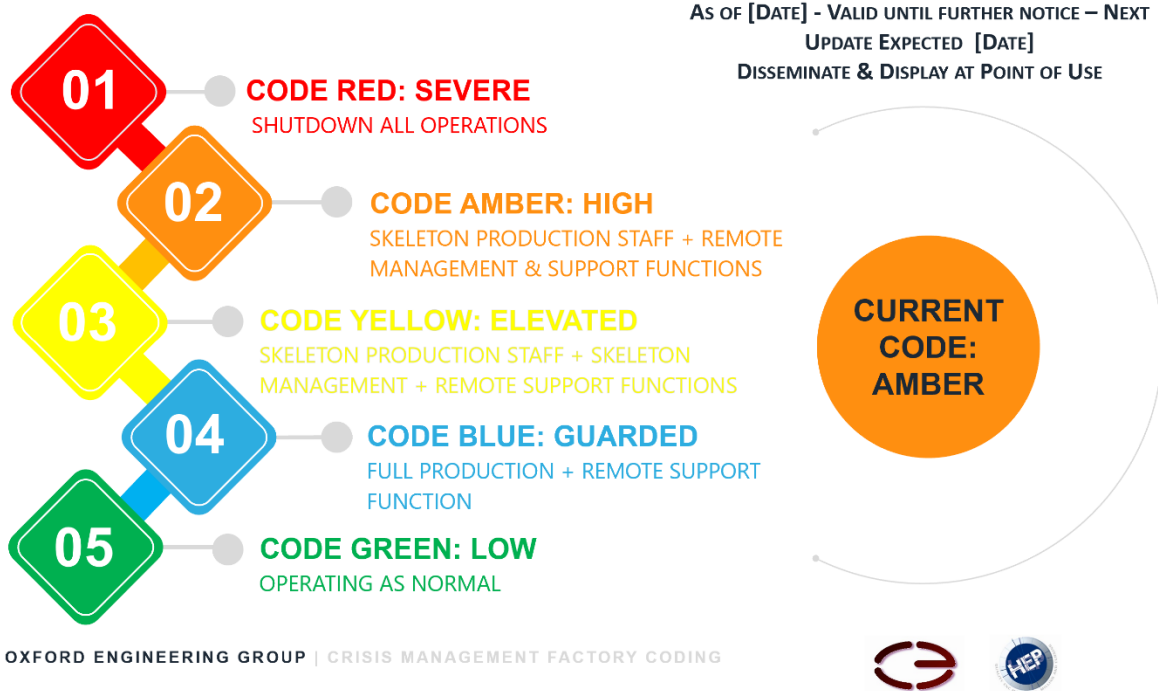
CODE AMBER (HIGH): SKELETON PRODUCTION STAFF + REMOTE MANAGEMENT & SUPPORT FUNCTIONS

CODE YELLOW (ELEVATED): SKELETON PRODUCTION STAFF + SKELETON MANAGEMENT + REMOTE SUPPORT FUNCTIONS

CODE BLUE (GUARDED): FULL PRODUCTION + REMOTE SUPPORT FUNCTION

CODE GREEN (LOW): OPERATING AS NORMAL

Below is a sample picture of the colour coding to be displayed:



9 Positive Test Procedure

9.1 Compete shutdown of the company or Area lockdown

If possible, we shall keep the area where the employee was active closed off and secure for 72 hours. After this time the amount of virus contamination will have decreased substantially, and we shall clean as normal with usual products. Cleaning the area with disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.

If there is a risk to other employees and it is deemed to be safer to close operations, the Crisis Management Team will initiate a Code Red (as outlined in chapter 8.38.2 above).

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9.2 Plan B

In the event we are unable to lockdown the area for 72 hours the following shall be undertaken:

- vigorous cleaning shall include using a disposable cloth, clean hard surfaces with warm soapy water, disinfect surfaces. Paying attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles
- if an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), protection for the eyes, mouth and nose, as well as wearing gloves and an apron shall be used.

We will determine:

- the type of surfaces contaminated
- the amount of virus shed from the individual
- the time the individual spent in the setting
- the time since the individual was last in the setting

The infection risk from coronavirus (COVID-19) following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

Principles of cleaning after the case has left the setting or area:

- Personal protective equipment (PPE)

The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus (COVID-19) is disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

9.3 Cleaning and disinfection

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

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

Disposable cloths / paper roll and disposable mop heads, shall be used to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following a disinfectant used within the company, (this MUST be checked and ensure that it is effective against enveloped viruses).

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing shall be disposed of.

9.4 Company protocol

- Require employees to report confirmed cases -- either of self or family member -- of COVID-19 to Head of Crisis Team. The affected are typically required to stay home for 14 days and/or until cleared by a doctor to return to work with confirmation that there is no diagnosis of COVID-19.

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- Isolate employees diagnosed at work; immediately disinfect objects they've touched; trace their contact with other employees, customers, and clients; and notify those who may have been exposed without releasing the diagnosed employee's name.
- Ask employees to log all contact with other employees or visitors in case they become symptomatic so that others can be informed of potential exposure.

10 CLEANING & SUPPLIES

Thorough cleaning will take place each day by a designated cleaner, particularly in critical areas.

We ask all office and production staff to clean their own working environment, this means:

10.1 Sanitise desks, screens, phones, door handles etc; DAILY

10.2 Work benches, tools, equipment, door handles etc; DAILY

Please do your part and help us install the best cleaning standards. This shall be monitored by the CRISIS team.

Supplies of hand sanitiser shall be placed in all necessary areas, please use these frequently. It has been proved that using soap and water for 20 seconds is the best way of cleaning your hand, however we require you to be diligent in ensuring you have the best personal standards of HYGIENE.

Currently hand sanitiser is in very high demand and company is struggling to obtain supplies, therefore we will be looking into the feasibility of producing hand sanitisers in-house. A team will be nominated to embark on this project.

ALL supplies provided are for your well-being and must remain at the premises. Please do not REMOVE these from their location.

We will endeavour to obtain suppliers such as toilet rolls for you to "take home". We will let you know if this is feasible.

Cleaning and disinfection guidance

If you have a



new and
continuous cough

or



high
temperature

stay at home for 7 days, if you live alone
stay at home for 14 days, if you live with
others, including all household members

Only use **NHS 111** if your symptoms get
worse or are no better after home isolation

Stop the spread of coronavirus



**Wash your hands
more often
and for 20 seconds**

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food



Cover your mouth and nose with a
tissue or your sleeve (not your hands)
when you cough or sneeze and throw
the tissue away straight away



**Cleaning an area with regular
household disinfectant** after
someone with suspected
coronavirus has left will reduce
the risk of passing the infection on
to other people

The amount of virus living on
surfaces will reduce significantly after

72 hours

If an area can be kept closed and
secure, wait until this time has
passed before cleaning



Wherever possible, wear disposable or washing
up gloves and aprons for cleaning. These should
be double bagged, then stored securely for 72
hours then thrown away in the regular rubbish
after cleaning is finished

If an area has been heavily
contaminated, such as with visible
bodily fluids, from a person with
coronavirus, **consider using
protection for the eyes, mouth and
nose** as well as gloves and apron



Using a disposable cloth, first clean
hard surfaces with warm soapy water

Then disinfect these surfaces with the cleaning products
you normally use. Pay particular attention to **frequently
touched areas and surfaces**, such as bathrooms,
grab-rails in corridors and stairwells and door handles



Wash hands regularly with soap
and water, **and after removing
gloves, aprons and other protection
used whilst cleaning**

1.1 SYMPTOMS OR DIAGNOSED WITH COVID-19

1.1.1 Symptoms & Self-isolation

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature

For most people, coronavirus (COVID-19) will be a mild illness.

- if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started.
- if you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.
- for anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period.
- it is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community
- if you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period
- if you cannot move vulnerable people out of your home, stay away from them as much as possible
- if you have coronavirus or suspected symptoms:
- you will need to obtain a self-isolation certificate from your GP. Please provide this to the Company as soon as possible.
- wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser
- if you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use
 - in the UK [NHS 111 online](#) coronavirus service or emergency services,
 - in Estonia 112 or emergency services,
 - in the Philippines 911 or emergency services.

You will be contacted by the Company at regular periods to see how you are managing and progressing.

1.1.2 Why staying at home is very important!

It is very important that individuals with symptoms that may be due to coronavirus and their household members stay at home. Staying at home will help control the spread of the virus to friends, the wider community, and particularly the most vulnerable.

Those with symptoms and living alone should remain at home for 7 days after the onset of their symptoms. This will reduce the risk of you infecting others.

If you live with others and you or one of them have symptoms that may be caused by coronavirus, then household members must stay at home and not leave your house for 14 days. If possible, you should

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not go out even to buy food or other essentials, other than exercise, and in that case at a safe distance from others. The 14-day period starts from the day when the first person in your house became ill.

11.3 Return to Work

Return to work process will be outlined in your personalised letter.