

INFLUENZA A H1N1 COMMONLY KNOWN AS SWINE FLU

As the impact of swine flu on businesses increases and the NHS predicts a significant effect on business in autumn 2009, we would like to reassure you that Brantas is working proactively to prevent any impact on your business.

To ensure we continue to deliver within the SLAs in our support agreements, we are taking the following preventative actions:

- Environmental
- Organisational
- Individual behaviour



• ENVIRONMENTAL

1. Prominently displayed signs discourage staff and visitors with flu symptoms from entering the workplace and remind people of:
 - a) the signs and symptoms of flu
 - b) the importance of self-isolation of individuals with symptoms consistent with an iLi*
 - c) the importance of respiratory etiquette and hand hygiene at all times.
2. Surfaces are cleaned frequently with the usual cleaning materials.
3. Where practicable, effective use of physical barriers (screens and counters) helps restrict close interaction and direct contact with potentially ill customers or visitors.
4. We are improving access to effective hand hygiene facilities. Handrubs are available at entrances to premises used by customers or visitors.
5. Where practical, we are minimising the amount of soft furnishings and other objects that could potentially become contaminated and are difficult to clean.

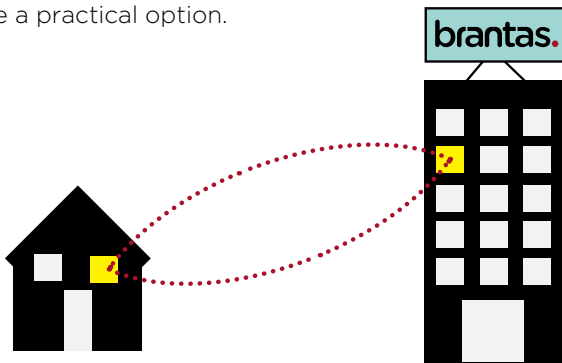
*iLi - influenza-like illness

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• ORGANISATIONAL

1. Staff are being made aware of the signs and symptoms of flu, and the need for individuals to self-isolate (stay at home) if they have symptoms consistent with an iLi.*
2. We are promoting an environment in which staff who become unwell feel that they can go home and stay at home until they are well.
3. We have a schedule of home working for those staff for whom this would be a practical option.



4. We consider alternatives to direct meetings and visits (eg phone or video conferencing).
5. Where contact with those who may have symptoms consistent with an iLi (customers/visitors) is unavoidable, we are reducing the risk of transmission of disease to staff and others by encouraging:
 - a) the use of proper hand hygiene before entering premises or handling goods. When handling documents or money, staff are encouraged to minimise contact with their mouth, eyes and nose until their hands have been cleaned
 - b) the practice of high standards of respiratory etiquette, such as covering the mouth with a tissue when coughing and sneezing.
6. Where practicable, direct contact should be avoided and, where possible, a distance of more than 1 metre should be kept between staff and customers/visitors.
7. Where social interactions are unavoidable, individuals with symptoms consistent with an iLi should be encouraged to minimise close interactions and/or direct contact with people. Alternatively, if contact is unavoidable, consideration may be given to asking individuals with symptoms consistent with an iLi to wear a face mask (if available) while interacting with staff.

8. Our HR policies reinforce the early recognition of illness and the need for workers to remain at home when ill. Our HR policies reflect the impact of a pandemic on dependants and are sensitive to staff needs during times of caring for family members or even bereavement.
9. We undertake only essential travel.

• INDIVIDUAL BEHAVIOUR

1. If attendance at a public place or location is unavoidable, individuals with symptoms consistent with an iLi are encouraged to clean their hands or use a handrub (microbicidal handrubs, particularly alcohol-based) before entering premises.
2. We will encourage individuals with symptoms consistent with an iLi to maintain high levels of respiratory hygiene and to dispose of tissues appropriately: 'Catch it, Bin it, Kill it'.



3. Minimise interactions with people.
4. Where social interactions are unavoidable, in addition to the measures outlined, consideration might be given to asking individuals with symptoms consistent with an iLi to wear a face mask (if available).

The NHS Employee Specific advice leaflet and the Swine Flu Information number have been distributed among all staff.

Should you have any queries regarding our swine flu precautions and how they will affect your business with Brantas, please contact us on

01698 501 130