



Dear Customer,

17<sup>th</sup> March 2020 Issue 1

Apologies for the blanket email, however we felt we had to provide you with the following information as quickly as possible, and personal emails would just take too long.

As you will be only too aware the situation with COVID – 19 is changing daily, and even hour by hour. At Reef we are acutely aware that there is an overriding necessity to take every step possible to prevent further spread of the disease amongst the community, and are monitoring UK Government advice and regulation constantly. We are making every effort to ensure our staff are fully protected with the appropriate Personal Protective Equipment (PPE), and again are constantly looking at the best available options.

Whilst we appreciate that water hygiene matters, and the control of water borne pathogens are, as it stands, somewhat secondary in severity to the current virus, we must stress that we feel, at present, that it is still valid and prudent to continue with regular checks and monitoring of your water systems in accordance with the Health and Safety Executive's ACOP L8 and HSG 274 to help prevent other potential risks from stagnation and the subsequent enhanced potential for multiplication and proliferation of waterborne pathogens. Obviously if future lockdown regulation dictates, this situation may change, and we will keep you updated as necessary.

Water hygiene practices and contamination control, i.e. handwashing, use of protective gloves, clothing, anti-bacterial solutions etc have always gone hand in hand, however we will be, in the coming days issuing our Operational staff with additional PPE in an attempt to cover every eventuality. In essence we will be doing everything in our power to prevent any accidental spread of the disease, however would recommend the following protocols during visits paying particular attention to properties containing those more vulnerable in our Society.

- Our Operatives will follow all applicable site protocols.
- All Operatives will wear appropriate PPE.
- Our Operatives will follow hand washing protocols on arrival, on departure and during as appropriate.
- All equipment used will be sanitised prior to and after each use.
- We recommend where there are vulnerable Occupants, arrangements are made where possible for those individuals to be moved out of the working areas for the duration of the visit. An example would be where we have to enter care home rooms to take temperatures, sample etc.
- As it stands, where Occupants are not in the current risk categories, not known to be infected or not displaying symptoms normal risk protocols will be employed.
- We would ask that you inform us of any suspected infection amongst your Occupants or if anyone has recently returned from travel to known infected parts of the world.

We are doing our best to ensure that our own staff are protected and hope to maintain an as normal service as possible, however if our staff are forced to self-isolate for any reason, we will keep you informed.

## Shut down / re-commissioning procedures:

If you are forced or choose to close your premises completely or in part we would recommend the following procedures:

- Continue weekly flushing of unused outlets OR
- Arrange for services to be completely isolated and/or drained with protocols put in place to prevent any use.
- Continue with other disciplines such as temperature checks, sampling and normal system checks.
- Where systems have been not used for more than two weeks (drained/isolated) arrange for disinfection and sampling to be carried out prior to re-occupation.

Reef can obviously assist with the above operations, and where they are not part of our normal remit, i.e. if you carry out disciplines such as flushing in house and would prefer us to take these on for the duration of closure, or feel it would be more prudent to utilise staff in other areas, or they are in isolation please let us know.

As members of the Legionella Control Association (LCA) we would also draw your attention to their advice on the following link and reiterate their covering statement:

*We have had some reports from our members of end users planning to shut down businesses and their associated water systems as contingency planning for the COVID-19 outbreak. Please be aware that there are implications arising from this water stagnation that need to be carefully managed to avoid other undesirable consequences such as Legionnaires' disease.*

<https://www.legionellacontrol.org.uk/news/>

Finally, should you need any advice or help in any way, please do not hesitate to contact us. At time of writing both our South East and South West Offices remain open, and we will continue to offer support even if forced to work from home.

Yours sincerely

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