

As ECG Facilities Services are a provider of building engineering services support, it is a requirement of our Company, in support of our market sectors, that we have available sufficient staffing levels and infrastructure in place to support our contractual commitments to our client base and to ensure that sufficient staffing of critical administration roles and engineering service capabilities are as fully supported as possible. Should a pandemic have widespread effects throughout the country, our aim shall be to prioritise our activities accordingly to maintain as solid a service as it is possible to provide.

Our pandemic preparedness is as follows:

1. Information sources for the spread of the pandemic:

Comprehensive information giving suitable advice to all concerned parties is available directly from the NHS website, the Directgov website and from regional health authority sources throughout the UK. Information regarding the current situation regarding the present Swine Flu Pandemic is also available on request from Mr. D.J. Doran on 01698 828778 to all ECG Facilities Services staff and employees.

Our company website has relevant information available on the present Swine Flu pandemic, which shall be reviewed and updated as further information becomes available. www.ecg-facilities.com

Swine Flue information packs are available from D.J. Doran on request.

2. Risks

a) Staff Absences

We have 5 regional operational centres that have the ability to operate via a centrally located service software system to allow flexibility of planning and delivery of service activities to our client base.

Certain business-critical activities, primarily in the finance and accountancy areas of the business, are based at our head office in Blantyre. Purchase Ledger and Sales Ledger activities are separated within the Blantyre Office locations and operate on a "stand-alone" basis. All staff within the finance department have been cross-trained for both purchase and sales ledger processes and duties, and we have assessed that we can maintain and support core finance department activities up to a worst case scenario of 40% sickness rate

Remote access to the company systems is available with sufficient portable computer technology and communication devices in place to allow home working should this be deemed necessary.

Emergency Service response and scheduled maintenance control activities are directed by each individual office location, with a central server allowing flexibility for labour control personnel to receive, handle and direct mobile engineering from any region should conditions dictate. Should home working for this activity be necessary, sufficient mobile technology and access protocols are in place and have been tested.

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Mobile service engineering staff operate primarily from home and are supplied with PDA devices which remotely co-ordinate and pass works instructions directly to the engineers in the field.

Service reports are held within the engineers PDA's for insertion of works details for ease of transmission to/from engineers to service administration staff and are available for electronic transmission to the Client's staff.

Mobile engineers are supplied with fully-equipped vehicles, have fuel cards for ease of re-fuelling throughout the country, have cash floats sufficient for most emergency purchases and have knowledge of supplier locations for ease of ensuring essential materials are available to support client needs.

Flexibility of staff and cross-training across engineering disciplines allows most engineers to cover a wide variety of call types with sufficient specialised engineering resources available for rapid response throughout the UK.

We have assessed the client bases being covered by our field engineering team, and are confident that we have sufficient availability in both engineering resources and flexibility of area coverage to handle up to a worst case scenario of 40% sickness ratio

Our IT Department has the resources, technology and hardware to operate from off-site locations should the need arise. Sufficient coverage of IT personnel has been assessed to allow us to maintain and support the company systems based on a worst case scenario of a 60% sickness ratio.

Directors and Managers within the company have been enabled with decision making powers to effect changes to working activities to suit circumstances and are equipped with sufficient communication devices and computer technology to operate from any location that has suitable telecommunication network coverage.

Emergency callout procedures operate on an escalating basis. This allows emergency calls to be taken up to Director Level for action should call out staff fall victim to a pandemic.

Guidance is given to staff on the Swine Flue Pandemic via the company website, on notice boards and via email/handouts of the NHS Swine Flu information leaflet.

b) Suppliers/Sub-contractors

Our Supplier and Sub-Contractor networks are being monitored for any developments that require alternate sources of goods, materials or specialist services support should local or regional concerns be raised.

Should you have any specific queries or concerns over this document, please contact Mr D J Doran, Field Engineering Director, on 01698 828778 or via email on ddoran@ecg-maint.com