

Connection

SPECIAL EDITION

Welcome

Throughout the COVID-19 pandemic, Tunstall has continued to deliver essential services to its customers, providing the many thousands of service users reliant on our technology with much needed reassurance during these times of uncertainty. As the lockdown period eased, we have worked extremely closely with our customers to restart activity such as planned maintenance, which can often involve entering residents' properties, and to develop Safe Systems of Work (SSOW). These ensure that our staff, customers and service users are safe, and can feel confident that any risks are significantly reduced due to us operating above and beyond the levels of protection recommended by Government.

Our revised SSOWs have also allowed our Installation activity to restart, and this has increased significantly over recent weeks as we are able to address concerns around attending vulnerable people's properties in a safe way. We continue to monitor the situation and evolve our approach in line with changing circumstances and our clients' specific needs, and I am extremely proud of the way my team has strived to innovate and adapt to ensure we continue to provide first class service delivery at a time of real change.

Ian Price

Field Operations Director



Our new Safe Systems of Work

- Before attending the property, our engineers will liaise with the customer to identify if anyone within the building has been infected.
 - Where an individual is shielding or isolating, they must be relocated whilst works are undertaken.
 - If no infection is identified, our engineers will commence work, maintaining a distance of at least two meters from other individuals.
 - All engineers will wear gloves, as well as practicing frequent hand hygiene, using soap and water or alcohol-based hand gel.
 - Depending on the requirements of the customer and the site, face coverings, disposable overalls and eye protection may be worn.
 - Work areas, tools and equipment will be decontaminated prior to commencing work with an antibacterial cleaner, and again once works are complete. Any contaminated waste materials will be sealed into a clearly labelled waste bag which will be disposed of as biological waste.
 - Engineers will not attend dwellings occupied by positive or symptomatic residents, unless it is agreed by all parties that it is absolutely necessary in order to affect a repair to protect the individual concerned. Where possible, properties should be disconnected from outside the building and alternative provision arranged for the occupant.
 - Where sites require it, engineers do not make use of communal facilities, instead using welfare vans/units located in the car park for the duration of works.
 - Engineers will ensure that their vehicles are also decontaminated each day by wiping down surfaces which are commonly used such as door handles, steering wheels, radio and car controls etc.
- In addition to the above, we are working on a case-by-case basis with customers to meet their individual requirements as part of their risk assessments and site requirements.**



Case Study: Hinckley and Bosworth Borough Council

Tunstall engineers have recently upgraded a fire alarm scheme in a sheltered housing scheme in Hinckley. The existing system had failed, and the Council commissioned Tunstall to remove it and replace it with a comprehensive new system. A full risk assessment was undertaken, and working practices adapted to ensure the installation could be completed as soon as possible to protect residents, whilst also minimising the risks presented by COVID-19. Works were undertaken only in communal areas, when not in use by residents, and thorough cleaning took place before and after works.



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This project is a great example of teamwork in a challenging situation. We needed to replace the system urgently in the midst of the pandemic, and Tunstall was very supportive in helping us to achieve this. We collaborated to develop an installation schedule that meant the scheme would have a fully functional fire alarm system, without compromising the safety of residents. We introduced additional measures, such as engineers wearing face shields, and worked together to minimise any risks to everyone concerned. It's always good to work with companies you know you can rely on, but at times like this being able to place your trust in an organisation to deliver what you need is invaluable.

**Clive Taylor, Housing Assets & Support Teams Manager,
Hinckley and Bosworth Borough Council**

If you would like to find out more about how our engineering, installation, maintenance and project teams can support you in safely delivering works during the pandemic, please email hello@tunstall.com