



Hills Waste Solutions and Hills Municipal Collections

Coronavirus Business Continuity Statement

7 April 2020

Hills Waste Solutions' and Hills Municipal Collections' priority is to keep our employees, customers and community safe and comply with the latest Government advice on the Coronavirus (COVID-19) pandemic. We are monitoring the impact that this is having on our business, and are working hard to minimise this where possible, to allow us to continue delivering essential services to customers.

In line with Government guidance, we have made arrangements to allow employees to work remotely if they are able to and put in place social distancing measures where needed. Our Hills Group board is meeting regularly to ensure our business continuity plans reflect the unfolding situation. Monitoring employee absenteeism has enabled us to use resources flexibly to maintain service delivery.

We have provided employees with guidance on infection and control measures published by the Government and the NHS and will continue to do so as the situation changes. Measures include:

- Anyone who displays the symptoms of COVID-19 (a high temperature or a new, continuous cough) or if a member of their household displays symptoms, have been asked to stay at home and contact the NHS online services and self-isolate in line with the guidelines. Enhanced sick leave benefits have been put in place to ensure that employees who are required to self-isolate are not unduly penalised financially.
- Following the social distancing guidelines wherever possible. For some operational roles this is not possible, and for these instances, we have provided instructions as issued by the local authority Public Health Officer and following WISH industry guidance.
- Following guidance on maintaining good hygiene standards, including frequent washing of hands using soap and water or alcohol-based hand gel.
- Catching coughs and sneezes in a tissue or flexed elbows and disposing of the tissue immediately, followed by washing hands.
- Following company protocols on cleaning, with a new consistent standard being introduced across all our sites.
- Following Government guidance on dealing with waste which could be contaminated.

We continually monitor information, advice and protocols from the Government to ensure that our business activities remain in line with guidance issued and will continue to keep customers updated with any changes to our services.

If you have any queries please contact us via email at info@hills-group.co.uk and in the meantime, take care and keep safe.

Ed Dodd
Group director - Waste and Resource Management