

Coronavirus Statement

Background

The outbreak of the Coronavirus (COVID-19) virus and its impact on business both in the UK and around the world could reach an unprecedented scale.

This policy statement sets out PPL Trainings' response to the current outbreak of Coronavirus (COVID-19) and will give the assurances that we are doing everything we can to minimise the impact of the virus, and the training we provide.

PPL Training will frequently monitor the situation as reported by Public Health England (PHE) and will use this information to update this policy.

Dealing with PPL Training

We are taking our responsibilities very seriously.

- **All our staff** have strict instructions to consult a healthcare professional if they experience any relevant symptoms and report the results to us. No member of PPL Staff, or their associates, have visited any country deemed high-risk in the last 2 months
- **Every delegate** is encouraged to report directly to us any instances where another person in the class shows signs of relevant symptoms
- **Each PPL Training centre** is now subject to a regime of regular antibacterial wipe-downs of desks, delegate laptops and door handles, with hand sanitiser dispensers located at the entrance to each building. Tissues and antibacterial wipes are available throughout our centres, with dedicated tissue bins to effectively control any potential of contamination

Office Based Staff

All office-based staff will monitor each other, and where practicable observe the two-metre minimum spatial recommendation set out by PHE to minimise the spread of infection. Where possible, consideration to working at home will be given to those staff who may be more susceptible to the virus, and this will be established by risk assessment and reviewed continuously.

In-Centre Training

At present, we are still delivering our course programme within our Slough and York centres. The maximum delegate number of all our courses is 12, with some being substantially lower, and in line with current guidelines, the overall risk is low. All course support material and stationery shall be newly provided, with any excess material, from previous courses, disposed of in a controlled manner.

For those delegates whose travel is restricted, we are considering the development to deliver the course via webinar link, providing the recipient IT system can support this. These courses will be typically those which do not involve any practical element.

On-Site Training

Upon confirmation of the client, PPL Training will still be available to deliver On-site training courses, where, as far as reasonably possible and in conjunction with the client, the cleaning regime applied in our training centres will be followed in the respective training venue.

Again, all training materials shall be newly provided, with any excess material disposed of efficiently.

Course Bookings- Cancellation / Postponement

In line with the current guidelines provided by both Public Health England, and the Government, we are trying to carry on with business as usual, however this will be wholly dependant upon the views of all our clients, their controls associated with the outbreak, and the advice given, as well as safeguarding both our staff and our delegates.

For those clients who still require our training services, we fully appreciate your support and thank you in advance, however we fully understand all reasons should any client wish to cancel/ defer their course booking to a later date.

We have modified our booking terms to allow for greater flexibility for those who have training courses already booked with us. We encourage our clients to contact us as soon as possible to make alternative arrangements in terms of postponement and rescheduling of future courses.

However, failure to inform us of your intentions prior to a course running and anyone not attending, will unfortunately result in full payment for those with existing bookings.

Should you wish to discuss you booking with your account manager, please do not hesitate to do so, as we will endeavour to meet your requirements as well as we possibly can.

Continual Review

This statement aims to achieve the right balance in terms of business continuity against risk to all staff / delegates during this period of uncertainty.

PPL Training will constantly monitor all associated guidance, and will update its processes on a regular basis, ensuring effective control throughout.

Symptoms in Summary

Coronavirus is essentially a respiratory disease, with the symptoms being:

- A continual cough
- A fever (100.4°F/38°C or higher)
- Shortness of breath

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

What to Do if You Think You Might Have Coronavirus

- Use the NHS 111 online coronavirus service for advice
[NHS 111 Online Coronavirus Service](#)
- Only call NHS 111 if you don't find the online service helpful
- Do not go to a pharmacy or hospital
- You will need to call ahead if you want to attend your GP surgery

Prevention

The biggest contribution to preventing the spread of the virus is the personal one. Please ensure, at all times, you:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Wash your hands when you arrive at work and get home
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the dedicated bin straight away and wash your hands immediately

- Try to avoid close contact with people who are unwell
- Don't shake hands, acknowledge verbally
- People should avoid pubs and clubs and work from home where at all possible
- People with symptoms should stay at home for 14 days and don't go out except for exercise. This will also include those persons who may be in contact with other family members who experience the symptoms
- From the weekend, it will become necessary to ask the most vulnerable to stay shielded for 12 weeks