

Covid-19

Working practices and RAG status with effect
from 26 July 2021

16 July 2021

Service Delivery (SD) Field – status from 26 July 2021

For our volume copper and fibre customers

Appointed Repair & Provision

Un-appointed Repair & Provision

RED

Work externally only and do not enter the property

Work externally only and do not enter the property

AMBER

Work up to the NTE / ONT only entering an end customer's premises, if they have a total loss of service (TLOS) or on a provision order

Work externally only and do not enter the property

GREEN

All workstreams in operation, we can work beyond the ONT / NTE including Managed Install tasks, TRC and speed related issues

Work internally only when required when provision or repair are proved into the end customer's premises that require the engineer to enter

IMPORTANT – End customer screening questions remain in place

1. **Have you or anyone else living here been diagnosed with COVID-19 or have been asked to self-isolate?**
2. **Do you or anyone else here have flu-like symptoms?**
3. **Have you or anyone else living here received an NHS letter confirming you're classified as an extremely vulnerable person?**

If the end customer responds '**yes**' to any of these questions, the engineer should not enter the property. Instead, they should call the Coronavirus helpdesk which will assist in furthering the job as appropriate.

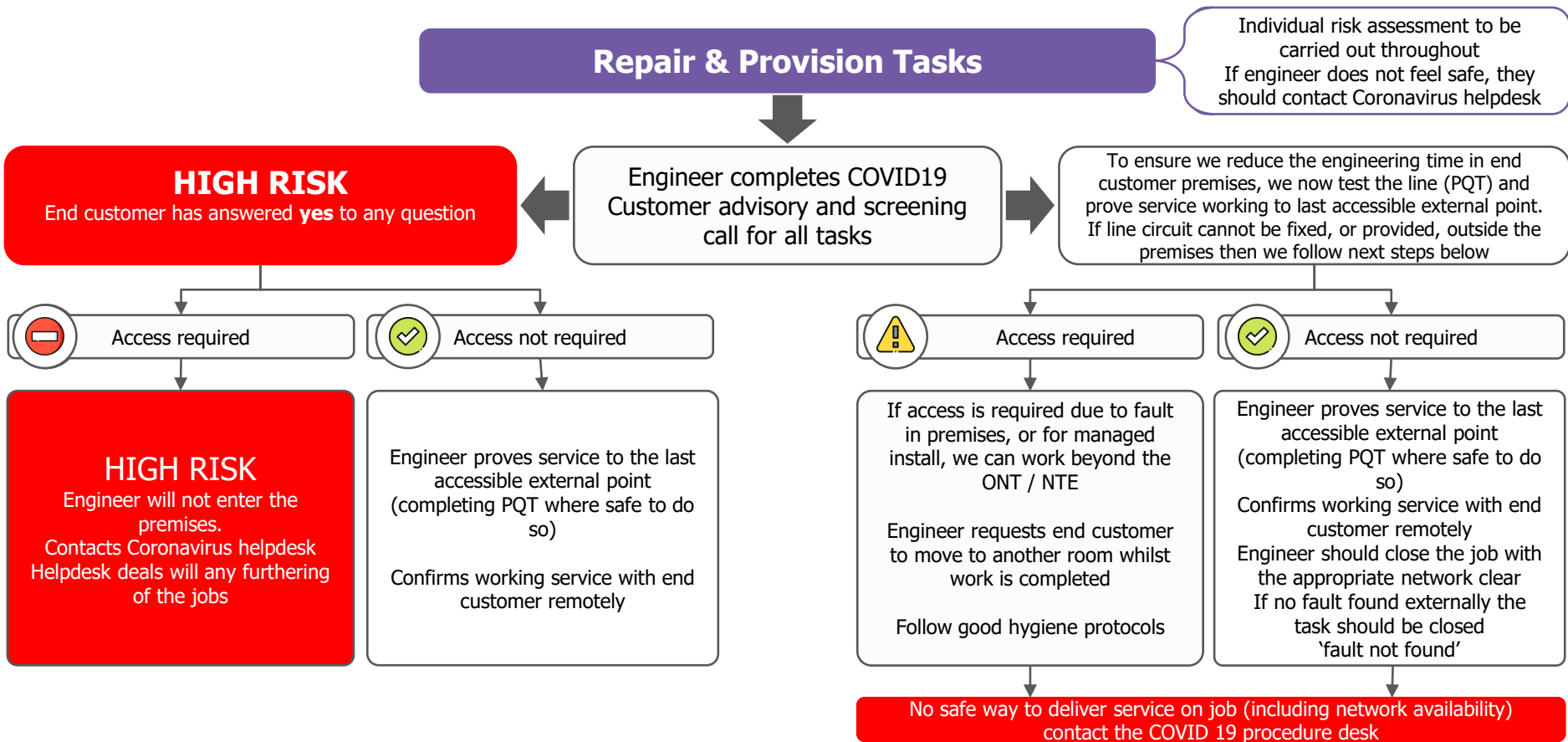
If the end customer answers '**no**' to all three questions and the engineer is unable to complete the task externally, they can proceed to carry out a managed installation within the premises.

For everyone's safety, we're operating a clear room policy so we'll ask the end customer to stay in a different room, maintain social distancing, open the windows if possible and follow the usual hygiene procedures.

We'll continue to use all the correct PPE properly, and maintain a safe distance with colleagues and customers

In detail: our SD process journey

We can enter the end customer premises if required on all tasks, following screening questions



Fibre and Network Delivery status

For our high bandwidth business customers

Our Fibre and Network Delivery (FND) operations will continue working at green across the UK.

RED

Work externally only and do not enter the premises.
Critical National Infrastructure work completed by exception

AMBER

Reduce work in occupied premises and MDUs, taking guidance from CMO
Each business unit in FND to assess the risk

GREEN

All workstreams in operation, following the FND safe working practices

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