

SCCI Group Ltd	<p style="text-align: center;">TOOLBOX TALK</p> <p style="text-align: center;">SERVICE CALL SCRIPT (COVID-19)</p>	<p style="text-align: center;">BS EN ISO 9001: 2000</p> <p style="text-align: center;">H &S No. TBT 118</p>
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TOOL BOX TALKS
SERVICE CALL SCRIPT (COVID-19)
118

ISSUE	PURPOSE	ORIGINATED	REVIEWED	AUTHORISED	DATE
1	REV 1	AH	AW/SC	RW	13/03/2020
2	REV 2	AH	SC	RW	18/03/2020

SCCI GROUP LIMITED
 PIPER HOUSE
 14 WEST PLACE
 WEST ROAD
 HARLOW
 ESSEX
 CM20 2GY

TOOLBOX TALK NO. 118

SERVICE CALL SCRIPT

During this period of COVID-19 it is imperative that SCCI Group take reasonable steps to help minimize the likelihood of infection to its staff and possible spreading of the infection

Whilst measures are being taken internally to control this as a service and maintenance orientated business it important that we are minimizing the likelihood of exposing engineers who interface with customers and residents

Residential Booking

Good morning Sir/Madam, are you the resident of (insert address)

(insert MA/Customer) have advised us that you have reported a loss of TV reception to them, is this still the case ?

We would like to make an appointment for an engineer to attend your property, are you available on (insert date and time)

Due to the current situation regarding the Coronavirus outbreak, would it be ok to ask you a couple of questions?

- 1. Has anybody in the property been diagnosed with Coronavirus (also known as Covid-19)?*
- 2. Has anybody in the property self-isolating or been advised to self-isolate by NHS 111 or Public Health England?*
- 3. Have you recently returned from a trip abroad? (If YES) what country?**
- 4. Have you come in to contact with anyone diagnosed with the coronavirus that you are aware of?*

If 'No' to all – proceed with booking job

Where the following responses are received;

Q	Response	SCCI Group response
1	Yes	<i>We will attend the property and attempt to rectify externally</i>
2	Yes	<i>We will attend the property and attempt to rectify externally</i>
3	Yes – Category 1	<i>We will attend the property and attempt to rectify externally</i>
3	Yes – Category 2	Proceed with confirming call. Inform resident that between now and date of attendance should symptoms occur please contact SCCIA/ASL and advise
4	Yes	<i>We will attend the property and attempt to rectify externally</i>

*Refer to list of countries / regions at risk (at time of issue)

Category 1: Travellers should self-isolate, even if asymptomatic, and use the [111 online coronavirus service](#) to find out what to do next. Go home or to your destination and then self isolate.

The guidance for Italy applies to travellers who returned from the country on or after 9 March 2020.

Category 2: Travellers do not need to undertake any special measures, but if they develop symptoms they should self-isolate and call NHS 111.

Category 1 countries/areas	Category 2 countries/areas
Wuhan City and Province	Cambodia
Iran	China***
Daegu or Cheongdo (Republic of Korea)	Hong Kong
Italy**	Japan
	Laos
	Macau
	Malaysia
	Myanmar
	Republic of Korea***
	Singapore
	Taiwan
	Thailand
	Vietnam

** (i) Travellers who returned from areas of Northern Italy that were under containment measures ([see map](#)) between 19 February and 8 March 2020 should self-isolate for 14 days. If they develop symptoms they should contact NHS111. (ii) Travellers who returned from the rest of Italy before 9 March 2020 do not need to undertake any special measures, but if they develop symptoms they should self-isolate and call NHS 111.

*** Except areas of the country specifically referred to in Category 1.

Flow Chart

