



Swine Flu Plans & Policy

July 2009

Sundial Group has drawn up this contingency policy to deal with the risk of swine flu affecting employees and guests so that anyone worried that they are suffering from the illness is well looked after and the risk of infection to others is minimised.

There is no reason for panic. Sundial Group strongly recommends that people browse to www.nhs.uk/conditions/pandemic-flu/pages/symptoms.aspx, before they feel ill, to study the typical symptoms. Customers may use any one of our Guest PCs. Employees have machines with internet access provided in staff rooms.

Sundial Group has received the following advice and guidelines for staff.

- a. Any employee who suspects that they may have cold or flu-like symptoms (see above) should notify their manager and immediately go home. If they do not feel well enough to get themselves home they should contact a family member and ask to be collected from work immediately.
- b. As soon as they get home they should call the national help line 0800 1513100 or visit www.direct.gov.uk/pandemicflu to seek advice.
- c. Employees should not return to work until you have fully recovered.

The advice regarding guests is,

- a. Any guest complaining of illness should be immediately requested to return to their bedroom and their event host notified. Employees should make a note of the symptoms they describe and report to the duty manager immediately. Non residential delegates should be offered a quiet and private room such as an unused bedroom or syndicate room.
- b. As a matter of **urgent priority** employees will cooperate with the guest and their event host to get the patient home as soon as possible.
- c. Depending on how long they are likely to remain on Sundial Group premises the duty manger will seek advice from the local GP practice about questions such as giving Paracetamol or obtaining other treatment – this must only be done if an employee is directly instructed to do so by a healthcare professional.
- d. Guests must be made as comfortable as possible with food and drink passed to them without employees entering their room.

Please keep yourself updated on the latest advice and note any changes to the web address or help line number listed above.

The key to a responsible reaction to this risk is to avoid panic by remaining well informed, following the advice for personal hygiene and preventative steps and responding quickly and professionally to the situation as it develops.

Sundial Group Ltd is registered in the UK no: 3432674 and its registered office is Highgate House, Creaton, Northampton, NN6 8NN
This policy also applies to Sundial Group's subsidiary companies.

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Further information may be obtained by calling +44 (0)1604 731731, emailing info@sundialgroup.com or visiting www.sundialgroup.com