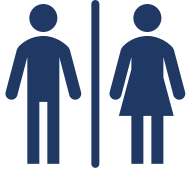


A photograph of a brick building with a blue door, overlaid with white text. The building is a single-story structure with a flat roof and a prominent blue door. The text is centered over the building. In the background, there is a body of water, a street lamp, and a boat on a lift.

COVID 19 – Healthmatic Return to Service Strategy



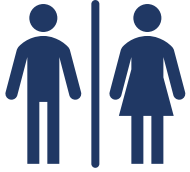
Exit from Government Restrictions

Objective

To define an appropriate strategy in response to a potential reduction of government restrictions on Thursday 7th May 2020 (expected government decision date) to achieve a return to service of public toilets. Whilst Healthmatic will endeavour to return facilities to service as soon as reasonably practicable, it will be unrealistic given the considerations outlined below to provide an instant next day 'open' service.

Considerations

- Assume decision to return to service and open facilities is initiated by respective client(s) aligned to government advice
- Appropriate PPE has been maintained and is available for use by all front line employees
- Assume return to work will be 'big bang' with no requirement for a gradual return for front line employees
- Return of facilities into 'service' will be a phased process to ensure they are fit for use and meet any revised hygiene requirements
- Regular communication and reporting to clients of facility condition and confirmation of readiness to 'open' to public
- Ongoing preventative maintenance in place
- Additional requirements, such as COVID 19 signage and general safety notices
- Work with clients to discuss any additional service or equipment requirements to accommodate ongoing special measures
- Discuss sanitising upgrades to achieve enhanced standards of personal hygiene within facilities

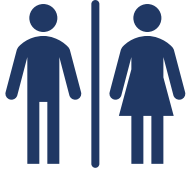


Client Initiates Return To Service

Upon notification from clients, Healthmatic will implement its return to service plan.

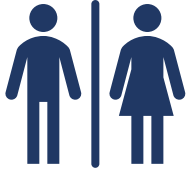
Return to Service Plan (High Level)

- Initiate inspection of site (within 1 working day of notification)
- Raise work tickets for any activities required to makes sites operational
- Distribute appropriate PPE to front line employees where required
- Deep clean facilities
- Update client on status of site(s) and or forecast 'open' date
- Revise service and routine maintenance schedules where amended
- Provide additional signage where agreed



Deep Clean Specification

- Toilet bowls & fittings - descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat covers, hinges, all traps and cleansing of exterior of cistern.
- Urinals - descale, clean and remove all deposits from the whole of the face, to include outlet trap, immediate pipework, domed grating trap cover and exterior of cistern.
- Wash basins, sinks, taps and miscellaneous units including gullies, open channels, soap dispensers, troughs etc. - descale, clean and remove all deposits from the entire area including splash backs and underneath. Remove sludge and deposits from waste outlet and waste pipe.
- Mechanical scrubbing of all floors (where appropriate) to thoroughly remove all ground in dirt, grease and other deposits.
- Wash with clean, hot water containing cleansing agent all surfaces up to 2 metres in height and leave dry and smear free on completion. Dust ceilings all over.
- Completely clean all windows sills, and surrounds internally and externally. Leave dry and smear free on completion.



Waste Management

Cleaning Equipment

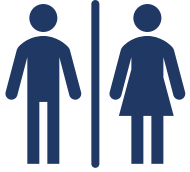
During execution of the return to service plan and deep clean, staff will adhere to cleaning protocols and ensure that correct colour coded equipment is utilised and disposed of in accordance with government guidelines:

- All cleaning equipment is new and will be disposed of upon completion of higher risk areas to eliminate cross contamination

Waste Disposal

All waste from cleaning of high risk areas (including disposable cloths and tissues) will be put in a plastic rubbish bag and tied when full. The plastic bag should will then be placed in a second bin bag and tied.

Waste will be stored safely and disposed of as per site waste removal contract



Signage

Following return to service and prior to opening our sites, signage will be enhanced, replaced or repaired to promote the use of contactless payments where available and can also be increased to include guidance on social distancing etc..





Additional things to consider

Following return to service and prior to opening our sites, you may want to consider whether your toilets are meeting the highest standards of health and protection for the general public. We offer a variety of products that will improve the cleanliness of your toilets and help to keep your community safe.

Bespoke social distancing safety signs:

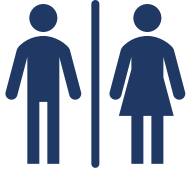




Staying safe with Healthmatic

Other additional products available to improve your response:

Product available	Benefits
Contactless Payment System	Avoid cash handling, eliminating the risk of cross contamination
Touch-free cistern flushing system	Remove a person to person contact point
Touch-free door operation and locks	Remove a person to person contact point
Touch-free hand washing systems	Remove a person to person contact point
Automatic hand sanitiser dispensers	Provides hand sanitising service for users at entrance and/or exit points
Hand sanitiser access control units	Ensures users must sanitise hands to gain access to or exit from facilities
Social distancing signage	Encourage users to maintain distance or follow appropriate traffic routes within facilities
Anti-microbial films	Can be applied to existing fittings making them resistant to biological hazards
Anti-bacterial fittings and fixtures	Door handles, push plates, etc. can be replaced with biologically resistant fittings and fixtures
Touch-free switches	Remove a person to person contact point
Periodic disinfection routines	Treat all surfaces within a facility to remove any biological hazards



Contact Us

Should you wish to discuss your facilities and their return to service, please contact our Head of Operations, Julian Miller. Julian will be able to support you with putting a plan of action in to place to get your facilities up and running for the general public in the safest and swiftest way possible.

We look forward to hearing from you.

Julian.Miller@healthmatic.com 07715674755