



A LETTER FROM THE MANAGING DIRECTOR

16th March 2020

CORONAVIRUS, COVID-19

Dear colleagues and friends,

The world is currently in a pandemic situation unprecedented in measure of times past. Covid-19 (a novel Coronavirus strain) is a new and currently untreatable virus spreading rapidly around the world. It is a world that is more socially active and interconnected than ever before, and therefore all global medical experts, advisory and government teams are challenged to advise and look after us in an ever developing and challenging new situation.

I want to advise each and every one of you that we strongly recommend following official government advice and regulations/requests applicable in each of your countries for your benefit, the benefit of your families and others. I will post some UK links at the end of this message, but I advise you to look into the advice being issued by your local government jurisdictions and the World Health Organisation (WHO).

Please be aware that the situation is one where situation and knowledge are changing constantly, therefore please regularly check for updated advice from your government and the WHO.

Vigilance to good hygiene and isolation requirements are essentially for slowing the spread and restricting the infections.

It is very important to avoid unsolicited social media narratives of remedies and controls and for us all to maintain close adherence to sourcing good government-based guidance. Deliberate false or other social media guidance (no matter how well intended) may cause inadvertent trust in something that is of no practical benefit or may cause additional unnecessary risk.

WHAT IS CORONAVIRUS/COVID-19?

The infection is a respiratory tract infection. Essentially the virus develops to affect the respiratory system. In most people this may be a very mild illness before recovery or asymptomatic (no noticeable symptoms showing) before recovery. For some people, particularly those with underlying health problems relating to heart and/or lung functions the illness may become more developed and trigger secondary infection that may be significantly more severe and life threatening.

Whilst experts continue to gather data and establish the ways the virus may transmit to people, the current understanding is that infection may be passed by people who are asymptomatic or only slightly ill, as much as it may be passed by those who are more clearly ill.

This makes the planning for control much more difficult and the accounting of the numbers of infected. Different counting methods of different countries and different plans may mean the numbers of infected people that are not accounted could be significantly understated.

Prevention of the disease currently relies on the prevention of its spread and allowing recovery of people who are infected. Sadly, we understand a lot of people have died and our thoughts go out to all those who have suffered loss of family, friends, colleagues to this infection.



PREVENTION / ISOLATION

Whilst medical treatments/potential cures are under development and review, most medical advisers will continue to advise on the treatment to alleviate the key symptoms. Please follow current up to date government/WHO medical advice in this regard.

Unilaterally there are some key elements of control that we can all work to follow personally to slow the spread of this illness and allow time to take its course in recovery:

HYGIENE

Viruses can be killed with good hygiene routines; therefore, elements of good hygiene are essential, especially the correct washing of hands. Please see your local government/WHO advice but at the end of this letter is a link to current UK government guidance.

It is instinctive for us to bring our hand to our faces more than we are consciously aware that we are doing it, so we must try and avoid this as much as possible. Regardless of this virus, any virus picked up may be transmitted from the hand into the body through the mouth, nose, and eyes. Many do not realise that the eyes are a fast way that viruses can enter the body, thus rubbing eyes with unclean hands is not advised in any situation.

We should continue to keep our homes and work area clean at all times but in this unprecedented situation it is worthwhile going to any extra extent to wash surfaces more frequently with cleaning agents strong enough to kill infectious bugs.

SOCIAL DISTANCING

We are generally social in our activities, and different countries have different social greetings that involve bodily contact, be it shaking hands, rubbing noses, kissing on cheeks, and so on. At this time, we must try and refrain from these greeting norms and speak more than contact. It can be difficult, but each stopped contact is less opportunity for passing of any infection. This may include us making choices to suspend attending activities we love with a passion or religious fervour.

ISOLATION

We may be required by government guidance or another situation to isolate. In these cases, we must adhere to the government guidance for the process of isolation, as they are guided by the experts who have worked with more collated and studied information and knowledge than we have.

Situations requiring the need to self-isolate are not limited to tested confirmed incidents of the virus, but may also be applied within our company when someone is symptomatic of the virus:

- New high fever
- New Persistent coughing (typically dry)

The Covid-19 virus will not normally present as sneezing or running noses/sinuses, and its primary symptomatic presence is the fever and persistent cough. Some or all of shortness of breath, congestion, diarrhoea, pneumonic symptoms may all follow secondary in cases that are worsening.

Additionally, if you are residing with or working closely with someone who is tested or symptomatic of the virus, you may need to self-isolate. Where medical guidance locally is to be tested please proceed with the test.



Anyone symptomatic and not recovering after 7 days needs to seek medical advice (by phone first) and then follow the given medical guidance.

Outside of recommended or instructed isolation guidance, we can however add to our own choices of social isolation and limit the amount we go out and where we go out, to what we deem as more essential situations.

Whenever we travel out, we should always maintain as much control as possible and exercise good hygiene and washing protocols. If possible, please use an effective sanitiser for control where good hand wash facilities are not available.

Within all our communities we have the aged and the infirm as well as those with other underlying physical and/or mental health issues who would be more susceptible to developing sickness to a worse level, inflaming underlying health conditions possibly to life threatening levels. The more vulnerable may need to isolate earlier and for longer than those who generally and normally benefit from good health. We have a conflicting issue to apply good sense to in these circumstances. We need to socially and physically support these groups to see that they have what they physically need and to maintain good social interaction for general wellbeing. However, we must try to reduce the amount of physical contact and visits, even with relatives on some occasions. Limiting physical contact in their environment will reduce the risk of virus transference. Whilst we maintain good hygiene, we should not be arrogantly presumptive that because we show no symptoms we cannot pick up and transmit this sickness.

TRAVEL

Many governments are placing restrictions on travel. It is important that you check for and adhere to any travel guidance and restriction placed by the government and travel company/transport operator of any country you may travel from / to or transit through. As more restrictions come in, travel will be suspended (both from, to, and transiting) in many places in the coming weeks. Travel may be cancelled at any time, including when you are in transit. As frustrating and concerning as this may be, such cancellation would be called with everybody's health and safety as the utmost concern. Please do not get distressed or angry by any cancellation, no matter how short notice. Please make sure you always carry your travel operator, your insurer, and your nation's embassy/consulate contact numbers with you whenever you travel (this should always be carried and ready to hand whenever you travel abroad). We are aware some travel is still ongoing, so I wish to still draw note to travel precautions.

If you travel, there may be added health and security checks placed on route at any point of departure, transit and/or arrival. Please adhere and assist each location as you travel. Please comply with any additional hygiene regulation as you travel and preferably carry and use hand sanitiser as you go (being aware of any volume restrictions for liquids/gels on carry on hand baggage in flights). Prior to departure, please ensure any such liquids are legally permitted in any country you are traveling from/through/into.



WORK AREAS

In our facilities, please do your part to avoid physical contact with other people and surfaces as much as possible. Adhere to good hygiene controls of the person and the workplace (keeping clean, tidy, and well disinfected). This will include managers local responsibilities to ensure adequate and regular cleaning regimes, with competent cleaning staff suitably aware and provided with suitable personal protection and resources before during and after cleaning.

We have many colleagues in our various country teams that travel to facilities outside of our direct control, whether these be terminals, vessels, office etc. Please maintain an awareness and control of the following:

- Follow your latest government/WHO guidance.
- Follow local site guidance on all things and take special note of additional controls in respect of this Coronavirus pandemic.
- Be aware to check with vessels and terminals before attending, so that you are aware of the entry requirements and operating controls, and especially any additional precautions and requirements in respect of this Coronavirus pandemic.
- At all times maintain good awareness and impose self-controls for good hygiene and social distancing.

TEMPORARY OFFICE CLOSURES

Our operations and administrative centres are used to operating flexible working. As the situation may change to different extents according to government guidance for any specific country it is not possible to lay out every contingency at this time. Nevertheless, we are used to operating out of hours and expect that in most circumstance we will be able to maintain levels of operational coordination. Even if we have a situation of closing physical offices, our networks have built in contingency for communications and reporting from remote desks.

MENTAL HEALTH

This situation we currently face together is without doubt a matter that invokes thought and concern at a variety of levels to everyone. One individual has thought processes and life experiences that are not the same as the next person. How we individually might be able to cope with the same situation can vary dramatically. I will kindly request everyone to maintain a level of care and consideration of this in dealing with each other at this time and not to unwittingly or deliberately add to any stress or concern that anyone has.

Please assist, encourage and support each other through these times. For anyone that is significantly affected by the situation or any of its parts; isolation; the sickness itself; anxiety of the situation or what is happening in the outside world, we would not wish you to be overwhelmed by any of this. Please make use of any medical health links and supports available to you to guide you back to a better and less anxious position.



CONCERNS OF COLLEAGUES AND CLIENTS

No amount of reassurance can answer every specific situation, so please contact us at ops@qqcontrol.com with any query or concern that you may have and we will get back to you as quickly as we can.

Whilst wishing that everyone remains safe and well, our Company is currently continuing to work under our local guidance, and we will facilitate performance of our duties in accordance with facilities and regulations in place.

Links from the World Health Organisation (WHO) may be found via:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Examples of UK government links

(please follow your local government guidance, the below are UK government links):

United Kingdom Overview on Coronavirus:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

United Kingdom Hand Washing advice:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/866065/Handwashing_techniques.pdf

United Kingdom Catch it Bin It Kill it (coughing/sneezing) advice:

<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2017/09/catch-bin-kill.pdf>

United Kingdom - Self Isolation (stay at home) advice:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

United Kingdom COVID 19 employer's advice:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

sincerely yours

Steven Robinson, Managing Director

Q & Q Control Services