



11th August 2020 Update

Updated MFS advice and approach to COVID-19

We continue to be open for business, and here if you need us!

Our approach and guidance for our field-based staff remains as it were when we introduced our control measures at the height of Covid-19 as we believe that we should support government advice, and exceed this where practical by adopting a stronger social distancing approach.

We have also issued all our engineers with face coverings so that they can comply with local, or client specific, requirements while on site.

In preparation for the foreseen, phased return to work, we have also prepared each of our regional and national offices with signage, hand sanitiser, social distancing and other control measures to ensure that when staff did return, they were supported with either physical or procedural controls.

This was strengthened through the publication of “brochure” style requirements specific to our Cambridge head office, as well as branch guidance for each of our regional branch heads to implement at their sites as each site is unique. This has been supported with site inductions for each member of staff when they return to the workplace.

Our phased return to work includes continued working from home where practical, the adoption of staff “bubbles” to reduce numbers on site and therefore the potential for spread of infection as well as enhanced cleaning throughout the week and deep cleans each weekend, prior to staff bubble attendance change overs

25th March 2020 Update

Updated MFS advice and approach to COVID-19

We continue to be open for business, and here if you need us!

As MFS provides a fundamental link in the Cold Chain Supply network here in the UK, we will endeavour to support our customers with uninterrupted service.

To achieve this, we are continuing to operate our essential, front line engineering team as normal whilst taking every possible precaution to ensure their safety, as well as the safety of our customers, at all times. MFS front line engineering staff and key support staff have all now been issued with Key Worker status, to ensure that they can always continue to provide customers with Essential Services, including 24/7 engineering and technical support, whilst adhering to safe and agreed working practices.

Our preparation over the last few weeks has also enabled us to ensure that all our office based staff are now working from home and in doing so are helping to reduce the spread of the virus between not only our staff, but also the wider community while continuing to support our engineers in maintaining the cold chain network.

This safe transition to working from home has enables us to maintain our high service levels, with absolute zero impact in continuity of service to our clients.

The Coronavirus (COVID-19) outbreak is a rapidly changing situation from a public health perspective, and we are committed to keeping you informed and taking care of you as both valued MFS members of staff and customers.

[Stay safe and well. Thank you for your continued support.](#)

18th March 2020 Update

Updated MFS advice and approach to COVID-19

We continue to be open for business, and here if you need us!

As MFS provides a fundamental link in the Cold Chain Supply network here in the UK, we are continuing to operate our front-line team as normal to support our many customers, who are pivotal to keeping the country running in these difficult times.

However, following Governmental advice and recommendations over the last 24 hours, we have decided to implement new working practices with immediate effect, predominantly with our Head Office and nationwide Depot admin staff.

We have been working hard behind the scenes in preparation for this possible next step, so that we can maintain business continuity for us all: staff, customers and suppliers alike.

With immediate effect, we are introducing a phased and gradual 'Working at Home' plan, which will see a balanced weekly office/home rota introduced, whereby social distancing will be implemented, and safe working practices adopted when in the office. Given the nature of the vastly differing roles with the business, this staff rota system will vary for each different department depending upon the business need.

Given the dynamic nature of COVID-19, we will, of course, remain as close as possible to any evolving medical and governmental advice and update our policies, if and when required.

At the same time, we have issued ALL our staff across the whole business with a detailed 'Social Distancing and Cleaning Policy'.

Again, with immediate effect, we are asking those non engineering/service staff that have direct face-to-face customer or supplier interaction within their roles, to cease these meetings immediately. They have been tasked with finding other means of business continuity, which of course includes email, telephone and the MFS 'Teams' video conferencing facility

Front Line Engineering Staff

For the frontline MFS Engineering staff, we are continuing to operate as normal, whilst taking every possible precaution to ensure their safety, as well as the safety of our customers, at all times.

Yesterday, we communicated with all our customers asking them to ensure the safe working practices for our engineers and respecting social distancing at all times.

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[Stay safe and well. Thank you for your continued support.](#)

17th March 2020 Update

MFS advice and approach to COVID-19

[We are open for business, and here if you need us!](#)

Please be advised that, across the entire MFS business, we have already made, and are continuing to make, significant steps to ensure that we are able to best look after our staff, customers and others, whilst we operate our business as usual.

Below are some of the steps we have taken to ensure we have everything in place now and should the situation continue to escalate.

MFS Responsibilities and Actions

- To monitor ongoing advice regarding travel overseas and management of the Coronavirus.
- To notify employees if the Government advises against travel to a planned location.
- To regularly monitor the emerging situation with the Coronavirus and update advice as and when relevant.
- We have banned unnecessary business travel, utilising all available technology and alternatives to travel and face-to-face meetings.
- We will ask staff not to hot desk.
- We encourage and support government advice for those in the following categories to work from home if their role allows. Those,
 - Over 70 years of age
 - With underlying medical conditions
 - Pregnant members of our team

All our employees are aware of the responsibility they have:

- To Inform their line manager immediately if they are experiencing symptoms of Coronavirus.
- For anyone planning to travel abroad, they are asked to inform us in advance of taking annual leave to discuss any possible impact on return travel and returning to work.
- Avoid travel to the areas listed on the Government website, and follow their guidance.
- Be extra vigilant: wash hands frequently with soap and water or use the hand sanitisers provided by the Company.
- Dispose of tissues immediately after use.
- Clean and disinfect frequently touched objects and surfaces.

Engineering staff

MFS engineering staff may visit multiple sites in a day and therefore have contact with multiple people. In the interest of safeguarding our staff, customer's staff and others, we have provided the following guidance to our engineers to support the advice provided by government agencies and assist in minimising the risk of spreading infection.

On customer sites, or when working remotely:

- When contacting a site, or on arrival at site, ask the customer's representative if there are any specific COVID – 19 concerns on site.
- Do not make physical contact i.e. shaking hands with other people.
- Do not share equipment i.e. phones, pen etc.
- Wherever possible, avoid contact with people whilst on site, or where this isn't practical, minimise the duration of contact and maintain the recommended 2 m's.
- Use nitrile disposable gloves to prevent contact with surfaces commonly touched by others i.e. door handles, refrigeration unit control pads etc and wash/clean your hands when the gloves are removed.

On our own sites:

- Avoid attending an MFS site, unless absolutely necessary for work.
- Keep visits to the minimum time required and avoid unnecessary group gatherings.
- Do not make physical contact i.e. shaking hands with other people.
- Do not share equipment i.e. phones, pen etc.

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[Stay safe and well. Thank you for your continued support.](#)