

28/2/2020

Dear Parent/Carer,

Coronavirus – Bertram Nursery Group Update

Following on from our earlier communication from 31st January 2020, I would like to update you on how Bertram are currently approaching management of the Coronavirus risk, and what plans we have in place should there be a point of significant escalation, where the severity level is raised.

Bertram Nursery Group have prepared and issued a formal guidance document for nursery and regional management teams to follow. This document has been prepared to help our teams understand current advice and precautionary measures around personal and environmental hygiene and, importantly, what to do in the event of a 'low' or 'high' level incident relating to a person displaying symptoms or where there is a confirmed case.

In addition, we have put into place an immediate requirement for any visitor/contractor and potential new parent to use hand sanitiser and complete a survey before they will be authorised to enter into the nursery. This survey asks some very basic questions relating to recent travel and awareness of symptoms. Should the survey identify any concerns, our managers are provided with guidance on what to do and have been authorised where required to refuse access.

Any parents enquiring to attend a show round will be asked to complete the survey prior to being booked in, ensuring that they do not attend site should any concerns be raised about their health. Additionally, all contractors and/or visitors will be required to do the same prior to arriving on site.

Our regional teams and internal colleagues who are required to move between sites have been issued with hand sanitising gels to use as often as required.

Finally, should we have a significant escalation which requires crisis management, Bertram have already prepared a 'Crisis Management Plan' which will be put into action and our Crisis Management Team will be immediately assembled. This is led by our MD, Senior Leadership Team and an external PR company to assist with all important communications.

We continue to keep a close eye on advice from the Department of Health and Social Care, along with Public Health England, on the Government website, we would encourage you to please do the same. <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>.

Further information can be found on the World Health Organisation website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

We are aware the situation is changing daily, and we will update you if further steps are required to minimise any risk to our nursery community.



Cary Rankin
Managing Director, Bertram Nursery Group