

Supporting the NHS during Coronavirus (COVID-19)

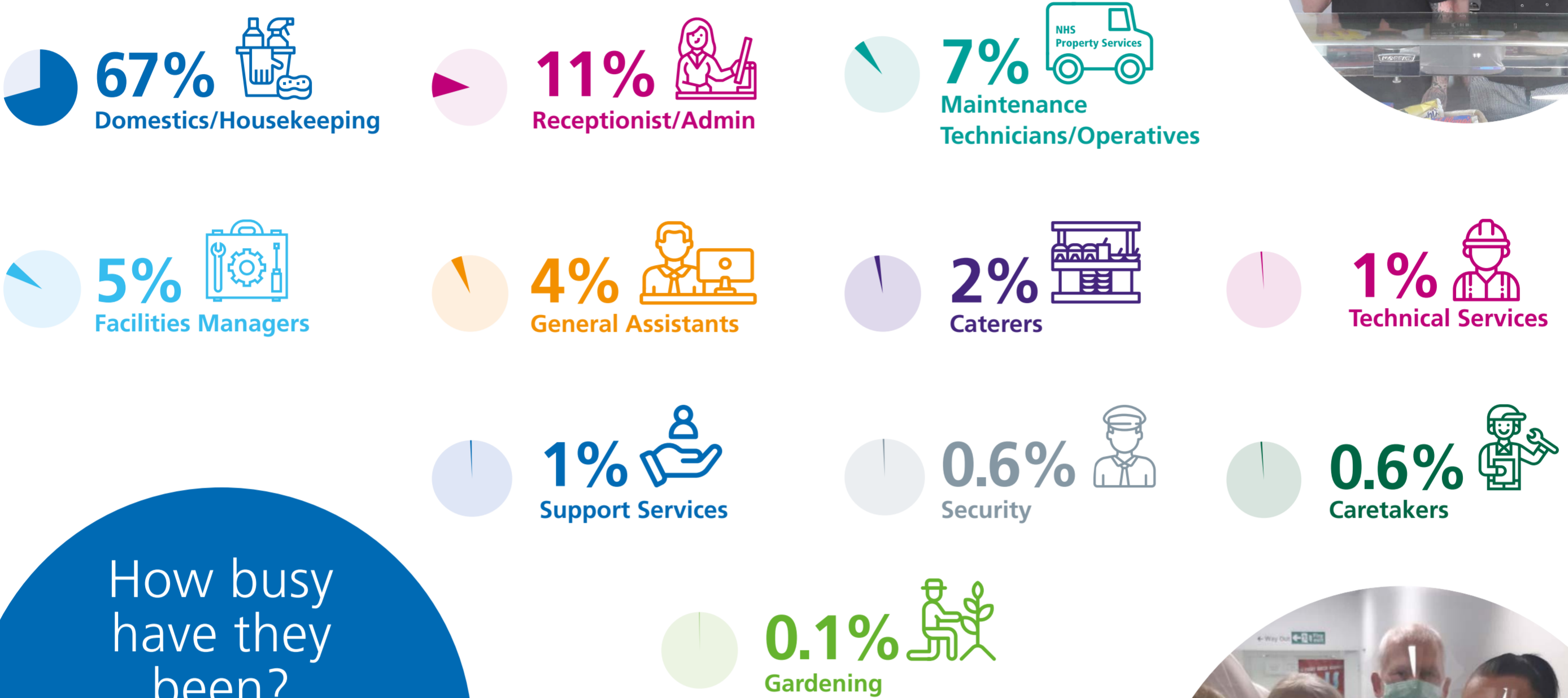
We have over 4,000 employees working in frontline roles, often working behind the scenes to provide safe, clean and well-maintained environments for our NHS colleagues and patients.

This has been more crucial than ever during the ongoing coronavirus (COVID-19) pandemic, and our teams – spanning cleaners, receptionist, porters and many more – have been working even harder than usual to do their bit for the NHS family.

We'd like to recognise and celebrate these teams by showing just some of the work they're doing.



Who makes up our frontline teams?



How busy have they been?

From 30 January when WHO declared COVID-19 a global health emergency until 7 May, our Facilities Management Helpdesk has logged 30,399 jobs.

Through these jobs, we have:



- Kept the lights on**
3,992 lights fixed and inspected
- Made buildings secure**
3,149 jobs for doors, windows, locks and CCTV
- Maintained disabled access**
277 lifts checked and fixed
- Kept room and water temperature just right**
3,390 heating, boiler, cooler and air conditioning checks conditioning checks
- Kept the bathrooms sanitary**
3,149 toilets, taps, drains and bathroom fixes
- Updated the look of buildings**
2,302 fabric related improvements
- Prevented trips**
260 flooring hazards and spillages sorted

Focussing on coronavirus (COVID-19) jobs specifically, we have:

- ✓ Carried out **1,403 deep cleans** of sites that have had patients or staff with confirmed or suspected symptoms.
- ✓ Supported **1,244 buildings** in assessing and managing the risk when a patient or member of staff with suspected symptoms has been identified.
- ✓ Facilitated the temporary closure of **81 sites** due to contamination risk, at the request of the NHS.



Figures accurate as of 12 May 2020



Do you know a Hidden Hero?

We're looking for pictures of individuals and teams that are working on the frontline and making a difference. You may be working with them, being treated in a building they're working in, or they're your family or friend.

Beyond facilities management, our specialist strategic asset management teams are also supporting the NHS with property options to provide urgent additional capacity and space requirements.

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