**BSA COVID-19 EXAMPLES OF BEST PRACTICE**

**Supporting employees**

* Our daily keep connected emails from our Chair Fabienne Viala, help all staff stay connected to the company and each other, informed with latest developments, inspired, active, healthy and entertained during the lockdown period.
* We have held live online video Q&A sessions for all staff to give them the opportunity to hear from our senior team and ask questions directly to them. They have received excellent feedback from staff and helped cascade a consistent and reassuring message to our people.
* Our Employee Assistance programme has been extended to our Agency colleagues working at the Oxford John Radcliffe Hospital.

**Working collaboratively with clients / Adapting quickly to respond to the evolving situation**

* To support our client The Body Shop at Littlehampton, an amazing team of our staff and sub-contractors we have helped create a new warehouse facility to meet the huge increase in online orders for their products. This is as a result of The Body Shop closing their high street retail shops due to the Corona Virus.
* At Barnet hospital we have drastically revised the way we work including the introduction of a split-team working rota. Despite the big change in working, we've not only managed to maintain the core service to the Barnet hospital, but have also assisted the Trust with several strategic COVID-19 related site projects.
* A member of our staff had an innovative idea to reduce the risk of contamination coming from COVID-19 patients. He identified the high risk of healthcare staff getting contaminated directly from patients due to theatre ventilation only capturing the air from ceiling vents. A number of other team members have shared this idea with their clients who are keen to get a test up and running and more importantly brainstormed ideas to prototype this with our clients. They have been drawing up prototypes of ''framed/hooded tents'' that would come over the patients' heads to reduce contamination coming from coughing/sneezing.
* At the Metropolitan Police Specialist Training Center, one of the pressures they were facing on a daily basis was having to run the gauntlet to go and buy food essentials. Our catering contractor ESS COMPASS offered to provide a shop on site to sell basic food items. Even though they themselves have been suffering with staff shortages due to Covid-19 it was something they were passionate about offering.
* At the North Bristol NHS Trust, the team made a huge effort to get two new vaporisers to give extra oxygen capacity.
* We're honoured and humbled to team up with Institution of Chemical Engineers (IChemE), ISPE United Kingdom Affiliate Ltd and industry leading engineers to provide a safe long term solution to protect our healthcare workers at testing and treatment stations.

**Supporting the NHS**

* Bouygues Energies & Services have contributed to over 23,000 fruit portions, 600 fruit baskets being delivered to NHS hospitals. Providing staff with a nutritious treat and an opportunity to eat healthily during their long hours.
* The staff of Guys' and St Thomas' NHS Foundation Trust are using the much needed extra space of the 11th Floor in Becket House, allowing for added capacity in the hospital building itself. A big thank you to the teams at Becket House who have helped to coordinate this.
* Since the site at Tower Hamlets is located next to the Royal London Hospital, the project team soon identified an opportunity to support the NHS while works are temporarily paused. From the start of this week, hospital staff have been using the facilities for inductions and will increase usage in the coming days. Great thinking by the team and thank you for supporting our NHS!
* North Middlesex University Hospital has now been classified as a 100% COVID-19 hospital and as such, the number of in-patients with Coronavirus is quickly on the rise. The client approached our teams with an urgent request for additional mortuary chambers. Within 72 hours, the on-site team had successfully completed the much needed installations, and were commended by the client for their rapid response.
* It took a huge team effort from colleagues at Southmead Hospital to ensure the installation of two new vaporisers went smoothly. The successful project means that the hospital can now accommodate extra oxygen capacity in the weeks ahead.
* Thanks to the professionalism, expert knowledge and dedication of the team at Broomfield Hospital, the NHS staff are now better protected as theatre recovery is being used as a COVID-19 ward, ensuring separation between patients and staff. These works were carried out under intense pressure due to the urgent requirement of extra space.