



Dear Colleague,

With COVID-19 dominating the headlines daily, we would like to reassure you that NIVO Ltd is closely monitoring this fast-moving event and following all available advice from the World Health Organisation and UK Public Health Organisations.

As you would expect, we are taking this matter extremely seriously.

We have put in place plans to ensure the continuity of our service and are actively monitoring the ongoing situation. Our current assessment is that it's business as usual, but should this change, we will update you.

The government has announced on 12<sup>th</sup> March 2020 that we are moving out of the contain phase and into delay, in response to the ongoing coronavirus outbreak. As a result, they amended the advice regarding self-isolation at that time.

The amended guidance states that individuals should stay at home and not go out for 7 days if they have either:

- a high temperature
- a new continuous cough

This will help to protect others in your community while you are infectious. You should not go to a GP surgery, pharmacy or hospital. You do not need to call NHS 111 to go into self-isolation. If placed under self-isolation:

- plan ahead and ask others for help to ensure you can successfully stay at home
- ask your employer, friends and family to help you to get the things you need to stay at home
- stay at least 2 metres (about 3 steps) away from other people in your home whenever possible
- sleep alone, if possible
- wash hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser
- stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible
- If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, call NHS 111. For a medical emergency dial 999

Best regards  
The NIVO Team.