

Lockdown overview

With effect from 13 November 2020

- From 1 August 2020, our SD engineers have been working past the ONT / NTE, working further into the end customer premises, not just to the nearest point of entry
- This is on appointed work only and include activities such as NTE Shifts, TRC band work, Managed Installations and speed related issues (LTOK)
- For FTTP we'll always look for the nearest mains power socket to connect to from the point of entry
- Our engineers continue to follow our Covid-19 safety guidance, asking our screening questions, maintaining social distancing, adhering to hygiene guidelines and wearing gloves and a mask, where mandated or where an end customer requests they do
- We ask CP customers to please continue to share our Engineering Visit Video with end customers, which covers what to expect when we visit their premises and the actions they must take
- We'll also be utilising our technology to maintain service during end customer interactions and handovers
- Please note: the safety of our engineers and end customers will always be our priority. When we're working at an end customer site, particularly beyond a very short period of time, our engineers will regularly review the measures in place and their own personal risk assessment, making sure they remain suitable
- Where areas have restrictions in place, our safe working principles will apply - only entering premises where an end customer has a Total Loss of Service and only working up to the NTE / ONT
- Details of these are on the following slide
- RAG status detail is attached

Explanation of the red, amber and green status

Service Delivery Field

	Appointed Repair and Provision	Non-appointed Repair and Provision
RED	Government / Local Government mandates work externally only and do not enter the premises	Government / Local Government mandates work externally only and do not enter the premises
AMBER	Work up to the NTE / ONT only entering an end customer's premises, if they have a total loss of service (TLOS) or on a provision order	Work externally only and do not enter the premises
GREEN	All workstreams in operation, you can work beyond the ONT / NTE including MI tasks, TRC and Speed related issues	Work externally only and do not enter the premises
FND Field		
RED		Government / Local Government mandates work externally only. Critical National Infrastructure work completed by exception
AMBER		Reduce work in occupied premises and MDUs taking guidance from CMO. Each business unit in FND to assess the risk
GREEN		All workstreams in operation following the FND safe working practices

[Government's approach to managing local coronavirus outbreaks](#)

Areas in UK under additional restrictions

COVID RESTRICTIONS - ENGLAND			
AREA	Status	Service Delivery	Fibre and Network Delivery
ALL AREAS until 02/12/20	NATIONAL LOCKDOWN	AMBER	GREEN

COVID RESTRICTIONS WALES			
AREA	Status	Service Delivery	Fibre and Network Delivery
ALL AREAS from 13/11/20	NATIONAL GUIDANCE	GREEN	GREEN

COVID RESTRICTIONS NORTHERN IRELAND			
AREA	Status	Service Delivery	Fibre and Network Delivery
ALL AREAS until 20/11/2020*	NATIONAL LOCKDOWN	AMBER	GREEN

* Following review on 12 November 2020

COVID RESTRICTIONS SCOTLAND			
AREA	Status	Service Delivery	Fibre and Network Delivery
EAST AYRSHIRE	LEVEL 3	AMBER	GREEN
NORTH AYRSHIRE	LEVEL 3	AMBER	GREEN
SOUTH AYRSHIRE	LEVEL 3	AMBER	GREEN
CLACKMANNANSHIRE	LEVEL 3	AMBER	GREEN
FALKIRK	LEVEL 3	AMBER	GREEN
STIRLING	LEVEL 3	AMBER	GREEN
EAST DUNBARTONSHIRE	LEVEL 3	AMBER	GREEN
EAST RENFREWSHIRE	LEVEL 3	AMBER	GREEN
GLASGOW CITY	LEVEL 3	AMBER	GREEN
INVERCLYDE	LEVEL 3	AMBER	GREEN
NORTH LANARKSHIRE	LEVEL 3	AMBER	GREEN
RENFREWSHIRE	LEVEL 3	AMBER	GREEN
SOUTH LANARKSHIRE	LEVEL 3	AMBER	GREEN
WEST DUNBARTONSHIRE	LEVEL 3	AMBER	GREEN
EAST Lothian	LEVEL 3	AMBER	GREEN
MID Lothian	LEVEL 3	AMBER	GREEN
WEST Lothian	LEVEL 3	AMBER	GREEN
EDINBURGH	LEVEL 3	AMBER	GREEN
DUNDEE	LEVEL 3	AMBER	GREEN
FIFE	LEVEL 3	AMBER	GREEN
PERTH & KINROSS	LEVEL 3	AMBER	GREEN
ANGUS	LEVEL 3	AMBER	GREEN
ALL OTHER AREAS	WEEKLY REVIEW	GREEN	GREEN