



COVID Policy

Introduction

Despite the coronavirus (COVID-19) pandemic, we recognise that our organisation needs to carry out normal operations where possible and adapt to new ways of working where required. This policy explains the changes to our working environment and new ways of working. These adaptations have been informed by our COVID-19 risk assessment.

We encourage you to let us know if you have any concerns, have identified any potential risks, or have any suggestions for further adaptations we can make - you can do this by raising concerns or making suggestions to [name of individual/your line manager/the HR department].

Operating safely and effectively

We have identified the minimum number of workers needed to operate safely and effectively, while maintaining social distancing, in our work locations.

We are asking workers to attend work only where their role requires their physical presence.

Workers who can work from home, such as support/administrative staff, should continue to do so.

Workers with serious underlying health conditions and workers in other vulnerable groups, such as pregnant workers and those aged 70 or over, are being consulted individually about potential adaptations to their role.

If you, or someone you have been in contact with, has coronavirus symptoms:

It is absolutely essential that if you, or anyone you live with, develops a:

fever, particularly a high temperature (ie a temperature of 37.8 degrees or over);

continuous cough; or

loss of sense of taste or smell,

you do not attend work and self-isolate in accordance with the Government's guidance

at www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection.

Anyone with symptoms should arrange to have a test to see if they have COVID-19 -

see www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ for more information on how to get tested.

You must also not attend work and self-isolate if the NHS "test and trace" service alerts you that you have been in contact with a person who has tested positive for coronavirus -

see www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ for more information on what happens if NHS test and trace service contacts you.

In line with our sickness absence reporting procedure, you should notify your line manager by telephone before you are due to start work, or as soon as possible if that is not practical.

Travel to and from work

We encourage workers to minimise their use of public transport, including by walking or cycling where possible.

Where you need to use public transport, please think about social distancing, where possible keeping your distance from others and avoiding touching surfaces. You must follow the Government's rules on wearing a face covering on public transport.

Workers using public transport may find it helpful to refer to the Government's guidance at www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers and www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering.

You must keep sanitised throughout your workday, by washing your hands regularly/using hand sanitiser. You should also wash your hands thoroughly as soon as you get home from work.

Hygiene and cleanliness

General measures

To reduce the risk of infection spread, we have introduced the following measures:

- Ensuring there are hand washing facilities/hand sanitisers and that they are used by all
- Ensure work areas are kept clean.
- Provide regular reminders to workers to maintain hygiene standards;
- Removing waste and belongings from the work area at the end of shifts

Playing your part

While we are taking these stringent additional measures, we would like to remind you to play your part by:

- Washing your hands often and thoroughly.
- Avoiding touching your face, particularly your eyes, nose, and mouth
- Coughing or sneezing into a tissue, and binning it safely, or into your arm if a tissue is not available.

Social distancing measures

General measures

While at work, you must maintain social distancing wherever possible. To assist with social distancing, you must keep a 2-metre distance between colleagues, wear face masks when a 2-metre distance cannot safely be kept. In head office, screens have been installed between computer desks at head office.

You should continue to practice social distancing in common areas.

Meetings

As part of our social-distancing measures, workers should conduct meetings remotely where possible. When physical meetings are necessary:

- Only essential participants should attend the meeting.
- Meetings should be kept as short as possible.
- Social distancing should be maintained throughout.
- Meetings should be held in a well-ventilated room.

Hand sanitisers are provided in meeting rooms and areas where meetings frequently take place.

Customers and visitors

- To reduce the risk of infection spread, we have introduced the following measures:
- Restricting the number of customers allowed in at any one time, bearing in mind the space available and the need to maintain social distancing.
- Suspending or reducing customer services that cannot be undertaken without contravening social-distancing guidelines.
- Providing clear guidance to visitors to your premises, such as delivery workers;
- Allowing for non-contact deliveries, for example via pick-up and drop-off points; and
- Changing delivery patterns, for example ordering supplies less often but in larger quantities.

Personal protective equipment (PPE)

Our approach to additional PPE

The use of additional PPE (such as face masks) is strongly encouraged, and it acts as an infection-control measure while at work.

Face coverings

The use of a face covering is required while working in our public-facing roles unless the member of staff is exempt.

If wearing a face covering, you must follow the Government's advice

at www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own. This advice includes that you:

- Wash your hands thoroughly before putting a face covering on and after removing it.
- Change your face covering if it becomes damp or if you have touched it.
- Avoid taking your face covering off and putting it back on frequently.
- Change and wash your face covering regularly.



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