

Document Type	COVID-19 Policy Attending Customer Sites
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## Policy and Scope

This policy applies to all iStation staff that work on an external basis, visiting customers on-site (outside of iStation's premises). If an employee will also work at iStation's head office, they should also read the policy document: 'COVID – Working at iStations Offices'. If an employee will also attend the iStation Retail location, they should also read the policy document: 'COVID – Working at iStation Retail'.

The purpose of this policy is to:

- Protect iStation's staff and customers, by helping to reduce the risk of transmission of coronavirus
- Provide a firm structure for all staff to follow, which includes protective, preventative and reporting measures

## Legislation and Guidance

iStation's coronavirus policies and procedures are informed by and aligned to the following legislation and guidance:

- Working safely during coronavirus (Gov, 2020)
- Risk at Work – Personal protective equipment (HSE, 2020)

## Confirmation

Prior to attending a customer's site, it is the responsibility of iStation's visiting employee to call / email the customer to confirm that the site is safe. During the call, the iStation employee should ascertain if there are any key / additional risks involved in attending the site, or additional rules / guidelines that must be adhered to. Any findings indicating additional risk should be recorded and reported to a manager for review prior to attendance onsite.

## Staff Compliance

iStation have been providing employees with updates throughout the pandemic, and also ask that all employees keep abreast of the coronavirus situation as it develops / evolves. All employees must comply with the guidance provided by iStation and the Government

(<https://www.gov.uk/coronavirus>)

This includes observing social distancing and good personal hygiene (including washing your hands regularly, for a minimum of 20-seconds).

## Personal Protective Equipment (PPE)

iStation have issued all of their external / customer facing employees with PPE, as appropriate to the risks assessed for their role. Employees are given the option to wear PPE as appropriate.

## Record Keeping

All employees must keep an up-to-date record of their movements and activities at all times. This includes retrospectively editing calendar entries to reflect their whereabouts during the day. Such accurately recorded data can then be used to support contact-tracing where appropriate / required.

## Prevention

Whilst iStation and its employees are aware that coronavirus cases can be asymptomatic, iStation is asking employees to be on 'high alert', and not attend the premises (and may isolate as appropriate) should they:

- Feel unwell
- Display any symptoms related to coronavirus (such as a cough or fever)
- Think that they may be infected
- Think that they may have come in to contact with someone that is infected
- Discover that they have come in to contact with someone that has tested positive for coronavirus

## Notification

Notification is a key part of contact tracing. Where an employee:

- Displays any symptoms related to coronavirus (such as a cough or fever)
- Thinks that they may be infected
- Thinks that they may have come in to contact with someone that is infected
- Discovers that they have come in to contact with someone that has tested positive for coronavirus

The employee will immediately isolate, and notify their line manager.

iStation may then utilise all employee records relating to customer visits, in order to proactively contact any and all customers to notify them of the risk.

## Talk To Us About This Policy

If you would like to talk to us about this policy, please email us at [hello@istationonline.co.uk](mailto:hello@istationonline.co.uk)