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Policy and Scope

This policy applies to all training carried out in the Business Suite at iStation.

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 everyone 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)

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 good personal hygiene, including:

- Washing your hands regularly, for a minimum of 20-seconds
- Use hand sanitising stations when necessary, these are located around the building and by major entry/exit points

Personal Protective Equipment (PPE)

iStation have made PPE available for all employees, as appropriate to the risks assessed for their role. Employees are given the option to wear PPE as appropriate.

Whilst in the Business Suite however, all iStation trainers will be required to wear a face shield (supplied by iStation). All staff should alert their manager immediately if they have any concerns or if any cleaning/safety supplies are running low.

Social Distancing

iStation have put a number of measures in place to assist with the enforcement of social distancing. iStation are asking it's staff to:

- Observe social distancing rules at all times
- Please follow the one way system around the shop / ground floor, as indicated
- Only one person the be in the kitchen area at any one time
- No standing in communal areas or near peoples desks for longer than needed
- Limit the number of delegates in the training room as appropriate utilising a configuration that maximises distance between all parties. This may mean working to a distance of 1 meter with PPE (see Addendum)

Customer Management

iStation have introduced the following modifications / processes to iStation in order to better manage it's customers, and keep it's staff and customers safe:

- All training must be booked in advance, and delegate's names must be submitted prior to arrival (for record-keeping purposes)

- Delegates will be guided to the training area, and will be required to wait in the main retail area delegates will then be filtered in to the training room prior to commencement
- We are asking that all delegates wear a mask whilst in the training room and on the retail area.
- Where a customer has a valid exemption, they will not be required to wear a mask on the premises
- No equipment should be shared between delegates, or with the trainer

Training Rom Configuration

The training room should be configured to follow the guidelines provided as an addendum to this document. This includes:

- Capping the number of delegates to four (4)
- Leaving ample room between each delegate by removing a seat either side of them
- Leaving the door open and the air conditioning on at all times to assist with airflow
- Ensuring that the hand sanitisation station is kept topped up, and available for use by staff and customers

Cleaning

Along with utilising an external cleaning provider, iStation are asking all staff to assist in keeping the premises clean. This includes:

- Ensuring that desks, computers, telephones and any other equipment in the area is cleaned and sanitised regularly
- Altering your manager, immediately if you have any concerns or if any cleaning/safety supplies are running low

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
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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.

Addendum - Training Room Configuration

The number of delegates attending training should be limited to four (4).

Delegates should not switch places throughout the training.

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