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Policy and Scope

This policy applies to all iStation staff that work in Retail Store's. If an employee will also attend customer sites, they should also read the policy document: 'COVID – Attending Customer Sites'.

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)

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.
- The Use of PPE when handling customer devices

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. Please alert your manager, immediately if you 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 when in the building/car park/smoking area
- Please follow the one way system around the building as indicated, this goes from the main entrance down the main corridor to the end and then back through the workshop/warehouse as appropriate
- Only one person the be in the kitchen at any one time
- Only one person to be at the sinks in the toilets at one time
- No standing in communal areas or near peoples desks for longer than needed

Cleaning

iStation are asking all staff to assist in keeping the premises clean. This includes:

- Ensuring your desk, computer, telephone and any other equipment in your area is cleaned and sanitised regularly
- All customer devices are cleaned/sanitised when being booked in, and before being handed back
- 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

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