

COVID-19 Policy - Attending Customer Sites

Policy and Scope

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

The purpose of this policy is to:

- Protect Sync'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

Sync'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 Sync's visiting employee to call / email the customer to confirm that the site is safe. During the call, the Sync 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 HR (Robin Kay) for review prior to attendance onsite.

Staff Compliance

Sync 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 Sync 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)

Sync 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 Sync and its employees are aware that coronavirus cases can be asymptomatic, Sync is asking employees to be on 'high alert', and not attend any customer site (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 and HR (Robin Kay).

Sync 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.