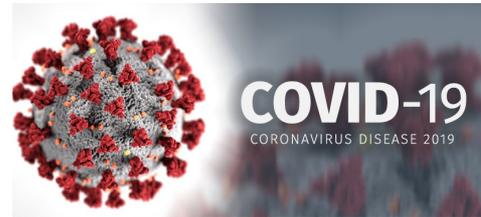


Coronavirus / COVID-19
Zeta Services Company Policy
Version 4.0
Date 7th July 2020



Distribution: **All Zeta Services staff**
 Clients
 Sub-contractors
 Suppliers (including office cleaners)

Background

COVID-19 is a new viral infection which originated in China in December 2019. Since then it has spread Worldwide and has been regarded as a global pandemic by the World Health Organisation. Infection rates within the UK are currently the highest in Europe. It's therefore important to read this policy to ensure the safety of our people, our clients and our families. More information is available on the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

This document outlines Zeta Services policy for the containment of COVID-19, the purpose of which is to ensure that staff do not inadvertently spread this illness from one another, to client sites and the general public.

It is essential that you follow the advice outlined below.

What we have told our customers

"Zeta Services is committed to ensuring the safety of our staff, clients and the general public. We are carefully monitoring the situation and following advice published by Public Health England and the NHS. Our staff have been provided clear advice about personal hygiene and we are monitoring their health. We are also monitoring their holiday plans and travel movements. We are minimising unnecessary business travel and fine tuning our business continuity plans, to ensure that we can continue to support our clients. If you have any queries please email info@zetaservices.co.uk."

More information can be found at <https://111.nhs.uk> or advice issued by the NHS or Public Health England (PHE) can be found on the company's Microsoft TEAMS site "COVID - 19 Business Update".

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The symptoms of Coronavirus:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu, therefore, it is important to follow the below guidance and periodically check the NHS Website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>.

What you must do:

- If you feel unwell and/or sick, please contact your line manager in- line with Company policy. In addition to this, please complete the company health questionnaire every 7 days, or when there's a change to your current circumstances. The form is based on ProntoForms or on the company "COVID - 19 Business Update" channel on Microsoft Teams.
- If you experience symptoms defined in the previous section, it's important you self-isolate for 7 days if you live on your own.
- If you live with someone who has the symptoms, you should self-isolate for 14 days (that's 7 days for their contagious stage to pass plus 7 for yours).
- If you develop symptoms during the 14 days self-isolation because someone you live with has symptoms, the 7 days you need to isolate for your own symptoms start when the symptoms start, even if that means you spend more than 14 days in self-isolation.
- Once you have spent either 7 or 14 days and your temperature (fever) has returned to normal you can return to work; you do not need to continue self-isolation just because you have a cough, that can last for several weeks after the acute illness. Please complete the company return to work questionnaire.
- As the UK eases restrictions, travel will increase. Therefore if you plan to, or have travelled abroad in the last two weeks you must email Jane Bailey (PA to the Directors) detailing where you went to and when you returned. This includes travel to the Republic of Ireland.
- If you or anyone who went with you has been sick with COVID-19 symptoms, regardless of whether they are better or not, please inform us, and self-isolate for 14 days.

- You must inform your line manager if you develop COVID-19 symptoms or if you have contacted NHS 111 because you are concerned that you may be suffering from it. Your Line Manager will prompt you to complete the Health questionnaire in addition to this.
- If you have any plans to travel abroad in the next 90 days please email Jane Bailey, with the details of where you are visiting, for how long and when you will be returning to work. We may decide to change your diary on your return to avoid sensitive sites such as hospitals.
- If you visit a site where you become aware that someone has been found to be unwell, please let Jane Bailey know by email and contact your line manager. We may decide to change your diary subsequently to avoid sensitive sites such as hospitals.
- If you are contacted by the NHS Test & Trace service and notified that you have been in contact with a person who has COVID-19 you must complete the Coronavirus Questionnaire and inform your line manager. You must follow the instructions given by the Test & Trace caller; this will include self-isolating for 14 days from the day you were last in contact with the person. For more guidance see the NHS website (<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>)

General Precautions:

- **Regularly wash your hands.** Which includes your fingertips, palm, back of the hand, between your fingers, base of your thumb and wrist. Remember to wash around rings and take watches off. Washing your hands should take at least 30 seconds, use soap and where available hot water. If you're unsure, follow the World Health Organisation's advice: [https://www.who.int/gpsc/5may/Hand Hygiene Why How and When Brochure.pdf](https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf)
- **Catch sneezes and coughs in tissues.** Immediately dispose of the tissue and wash your hands or alternatively use hand sanitizer. If you do not have a tissue to hand or are caught off guard, sneeze or cough into the crook of your elbow. Wash your clothing and use disinfectant spray where possible.
- **Don't touch your face.** Your eyes, nose and mouth are moist membranes and will convey the virus into your body and out of it to infect others. Keep your hands away from your face unless you have just washed them.
- **Don't wear watches or jewellery and regularly clean your clothes.** For food factories, Hospitals and pharmaceuticals sites you should not be wearing watches, jewellery and accessories anyway.

- **Clean your equipment** - including laptop, keyboards, tablets and mobile devices with disinfectant wipes every day. If you don't have any, contact your line Manager well in advance. There is a Worldwide shortage.
- **Social Distancing** – The Government have advised that social distancing is mandatory for everyone. Therefore, please maintain such practice through the course of both your work & personal life at a minimum of 2 metres.
- **Shielding** – During the outbreak, the Government identified 1.5 Million people regarded as a significant risk from COVID-19. The Government have published document 'Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19'.
 - If you were, or recently have been identified as someone who is in such group (You will be advised by letter, SMS or phone call (Where the latter two are possible), you should notify your line Manager of this immediately. Shielding involves 12 Weeks of containment from the date you receive your letter. We remain committed to supporting you throughout this time. Please ensure you read such guidance, this is available to view from:
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Field Team Precautions:

- Complete the ProntoForms' 'Coronavirus Questionnaire' form each Monday before 10am. Contact your Line Manager immediately if you're unsure how to access the form. This will provide a certificate to supply to customers and allow the business to monitor your health and safety, whilst ensuring adequate staffing and keeping a record of field staff health.
- If your site visit has been authorised, as soon as you get to a site ask whether there are any extra precautions that need to be taken or if there are any confirmed cases of the virus within the Building. You may be asked to complete a questionnaire. You can use this policy to answer questions or provide a copy of it. It will be on our web site home page – www.zetaservices.co.uk .
- Wash your hands when you first arrive at site, between movements to different buildings and when you leave. For Healthcare, you should wash your hands between each patient facing area, in-line with the WHO 5 Moments of Hand Hygiene - <https://www.who.int/gpsc/5may/background/5moments/en/>.
- Do not shake hands with your client – they will understand. Nod or wave as an alternative.

- Only visit the Office by prior appointment to ensure we can accommodate you and prepare any stock you may require.
- Hand sanitiser can be bought on expenses for your personal use until further notice, but we remain clear that requesting of PPE should be via your Line Manager.

Safe & Effective use of PPE:

In order for PPE to be effective, it must be:

- Available – Ensuring you have adequate stock.
- Suitable – Designed for its intended purpose.
- Sufficient – For the Job you’re conducting.
- A last resort to all other risk controls.
- Align to the Risk Assessments & Method Statements available to you.

There will be occasions when we are asked to use PPE on while we are on site and it is important to understand the requirements for PPE. In relation to COVID-19, Facemasks are the PPE most likely to be required and these must fit adequately. Specific training is therefore required. This will include a test of the fit and instruction that the face must be clean shaven. Both these elements are essential to prevent leakage around the mask. If you aren’t clean shaven or are using a mask you haven’t been fit tested for, please notify your line manager.

Some sites may request additional PPE on top of Zeta Compliance Services Ltd COVID 19 Risk Assessment. If you’re asked to wear additional PPE (e.g. disposable gloves) refer to your line manager for advice and authorisation. This is to ensure that PPE doesn’t conflict and cause harm.

There is a common misconception about the function of PPE which makes the assumption that it is to protect the wearer against something harmful to which he or she would otherwise be exposed, whereas in fact the legal requirement is to put into place all reasonably practicable measures to prevent exposure and PPE is in addition to risk controls identified in our risk assessments. This is regarded as an additional risk control measure. It is identified that elimination of risk is not always technically possible.

PPE is provided as an additional protective function, but we remain clear – Our legal and moral obligation is not to put anyone at risk of ill-health or harm that was foreseeable. No-one will be asked to go anywhere or do anything which puts them at avoidable significant risk.

During COVID-19, the use of PPE is also about not only keeping you safe but keeping those you meet safe. We are therefore calling for all Staff to report on their health and COVID-19 risk factors every Monday and any time there might be a change in circumstances. It remains possible that any of us could be carrying the virus without knowing it, in which case PPE would provide a barrier between us and those we meet.

Head Office (Zeta House) Precautions:

Following latest government advice released on Sunday the 10th of May, as of the 11th of May 2020, we have opened our offices on a skeleton staffing model. This is to:

- Allow our field-based employees to access PPE more efficiently.
- Ensure that we can receive deliveries to allow vital services to continue.
- Implement required changes for social distancing in the workplace, whilst maintaining social distancing to implement such changes.
- To prevent further stagnation to our Water systems.

As a company, we have assessed the risk and conducted changes to our office environment and attendance times reduce exposure and transmission. To further reduce transmission, where possible, any letters should continue to be sent electronically to info@zetaservices.co.uk. In addition to this, the following steps upon re-opening have been considered and implemented, and must be complied with by all Staff accessing the office:

- If the Head Office is your current place of work (designated office worker) and you have a cough or raised temperature, please stay at home and contact your line manager. You will need to self-isolate and if well enough prepare to work from home and follow the self-isolation procedure.
- The office is running on a skeleton service – therefore visits to the office are restricted to scheduled staff or on an appointment basis only. Staff will be asked to return to the office when it is safe for you to be accommodated.
- Signing in and out should be conducted by downloading the Sine app on your personal phone or scanning the QR Code on the tablet in the foyer to prevent transmission.
- After using the toilet wash your hands with soap and warm water, then use the hand sanitizer provided.

- At the end of the day if you have a laptop this should be taken home with you. This will mean that if you are concerned about coming to work the following day or it turns out that someone else has a positive viral test, you can work from home.
- Hot desking is not permitted but this does not excuse the requirement to regularly clean and sanitise all surfaces in your designated area. Therefore, please avoid using someone else's mobile phone, desk phone and computer keyboard. We have asked our cleaners not to clean workspaces to prevent cross contamination.
- Please avoid making drinks for colleagues. You should make your own drinks. The use of tear and throw Coffee and Sugar sticks are both being procured and encouraged for use to prevent contamination of common touch points.

Management of Information:

- All information will be kept confidential in line with our GDPR undertakings.
- The information you provide is to ensure the business can always ensure your Health & Safety and that of the colleagues and customers around you. Such content is only accessible by the Disease Management Team, defined within this policy.
- Should you have any concerns regarding your personal information, please do not hesitate to contact your Line Manager to ensure that we can discuss this with you.

Disease Management:

Zeta Services has set up a disease management team that will consist of:

- Rob Nicoll – CEO
- Kate Gard – Operations Director
- Malcolm Edwards – Commercial Director
- Ian McEvoy – UK Service Manager
- Giles Green – Associate Technical Director
- Gareth Bann – Products & Projects Manager
- James Donagain - Specialist Compliance & Assurance Consultant

This group will convene by telephone every other Monday at 14.00 to review:

- a) Previous weeks compliance to this policy
- b) PPE compliance.
- c) PPE Stock levels & trends.
- d) Any specific self-certification responses that are a cause for concern.
- e) Confirmation of positive cases at client sites and inform staff connected with that site.
- f) Absenteeism due to:

- a. Suspected or confirmed COVID-19 illness
- b. Self-isolation due to potential exposure to the virus (including Test & Trace contact)
- c. Other reported illnesses
- g) Changes to government policy.
- h) Changes to PHE or NHS recommendations.
- i) Customer concerns and incidents of sickness.
- j) This policy.

Every case of illness will be managed on a case by case basis.

Strategies for the successful containment of COVID-19 need to be fluid and this document will be regularly reviewed and issued to staff, key customers and made available on our web site.

Business Continuity Actions

Until further notice the following steps must be taken:

- Ensure that you retain enough sample bottles for a month's work.
- Maintain a ¼ of a tank of fuel, in case fuel supplies are disrupted.
- Conduct the PPE Questionnaire and stock take on a weekly basis to allow appropriate planning and distribution of PPE.

Distribution & Dissemination of Information:

In order to ensure that Zeta Compliance Services Ltd can provide information to all employees, we will regularly communicate significant and mandatory updates using our business platforms and through revisions to this policy. Accessing this information is mandatory for all employees. The platforms where such information will be contained are as follows:

- Our website – <http://www.zetaservices.co.uk>: This ensures our Customers & Employees can always access the latest policy, regardless of which device being used and the applications on it.
- Our Zeta Staff Community Email – Where updates from key Staff will be distributed across the business. Where you have colleagues, who may not have access to emails, it's important that you disseminate or show them how to access such information.
- By Accessing the Zeta Services Ltd 'COVID-19 Business Update' channel on Microsoft Teams. Upon requesting access to such portal, we will approve your request so you can access such information.

By completing the questions contained within the Coronavirus Health Questionnaire, you are agreeing that you will regularly access such information. This is required to ensure that

mandatory information to manage risks arising from Health & Safety are read and understood. If you have any concerns in relation to accessing such content, please contact your line manager immediately.

Testing for COVID-19:

- Our best strategy in the UK to beat this is to increase testing. This is something Zeta Compliance Services actively encourage all employees as key workers to conduct and follow Government guidance on the changes to being eligible for testing.
- Our Disease Control Team can refer employees for fast track testing where required due to our key worker status. This should be discussed with you line Manager.
- To protect your safety and the safety of others, if you test positive for Coronavirus then we will ask you to stay at home and follow the company sickness absence policy whether you are asymptomatic or show symptoms.
 - This is because the virus can change rapidly, our duty is to ensure that you can rest in this time.

Appendix 1 – Example Checklist to Employees:

Your Details:	
Name:	
Company:	
Contact Number:	
Questions:	
Which countries have you travelled to, through and from in the past 14 days (business and leisure / holidays)?	
Have you met with anyone who has a suspected or confirmed case of Coronavirus, or anyone who has been advised to self-isolate in the last 14 days?	
Have you met with anyone who has a suspected or confirmed case of Coronavirus, or anyone who has been advised to self-isolate in the last 14 days?	
Do you or any of your family members or friends have flu like symptoms (cold, dry cough, sore throat, aches & pains, elevated temperature above 38°C and / or breathing difficulties)? Please list details of any symptoms experienced and by whom:	
Have you had a test for COVID-19 or do you have a test scheduled? Please detail the date of your test and if known the result of your test.	
Have you been contacted by the NHS Test & Trace process and advised to self isolate? Please include details (time, date and outcome etc) of any Test & Trace calls.	
Have you read, understood and do you agree to comply with the requirements of the latest company policy for COVID-19?	
Have you read, understood and do you agree to comply with the Zeta Services COVID-19 Global Risk Assessment?	

Appendix 2 – Healthcare Specific Guidance:

Hospitals and healthcare remain the epicentres of the Coronavirus as they are used for treatment and isolation. This will continue to affect how you work and where you work. Following these steps is therefore crucial to maintain your health & safety, as well as the patients, staff and visitors that you work with or around.

- Patients that have tested positive for the Coronavirus or are displaying flu-like symptoms will be treated in isolation rooms or away from other patients. This is very much driven by the Hospital's planning. Therefore, prior to starting any works, think, plan and communicate with the site contacts.
1. Ask yourself: 'Am I working in an area that will place me at risk?' Examples include:
 - Critical Care Units (Otherwise known as CCU).
 - Intensive Care Units (Otherwise known as ICU).
 - Ambulatory Care (Similar functions to Critical Care).
 - Isolation Rooms (Specific rooms designed to safely remove contaminated air away from the room itself, safely).
 - Temporary Coronavirus Pods – Used for assessment purposes with a high foot fall.
 2. Zeta Compliance Services have produced a company position statement advising that, at current, the risk of routine activities not being conducted is far lower than the contraction and transmission of the Coronavirus. Therefore, works in COVID-19 areas should not be conducted unless assessed and discussed with your Line Manager.
 3. In this unknown area of the Coronavirus, hospitals are taking significant and drastic actions to contain the virus. Check your visit can happen before turning up to site. If it can, and you're on site, check the importance of carrying out activities in the areas above. Is it essential? Consult with the client, and with us.

4. Follow signage – rooms in hospitals will be sectioned off. This is often reflected with red and amber signage. Ensure you observe any signage on the door rooms reflecting this.
 - This means that precautions and PPE are required to enter that room. This can be due to the patient having an infectious disease, or that they're very unwell and you pose a risk to them. Think:
 - Do I need to enter this room?
 - Could I discuss with site staff and arrange a more appropriate time?
 - Do I feel comfortable with approaching such room?
5. If you're unsure about something – ask. Your health is of utmost importance to Zeta. Your role in preventing the spread the Coronavirus is significant. We'd much rather a healthy workforce than one room's temperature readings. Our clients will understand. We will understand.
6. Communicate with us – If you're unsure, ask your line manager. Complete your self-certification on ProntoForms. This allows us to take precautions for the workforce and you.

The use of masks during COVID-19:

In line with our company COVID-19 Risk Assessment, the use of PPE is regarded as a control measure in some circumstances. Whilst the Government released plans on Monday the 11th of May 2020 to make your own mask at home during COVID-19, Zeta Compliance Services Ltd have increased our vigilance to protect the Health & Safety of our employees. Therefore, the use of masks during COVID-19 should be worn in accordance with the below:

	<p>3 Ply Face Mask:</p> <p>This should be worn:</p> <ul style="list-style-type: none">• Where a client asks you to wear a mask.• Where social distancing may be compromised, such as at a petrol station, when filling up your company vehicle.• Where FFP2/KN95 Mask stocks are low.• Where you feel that the use of such mask in your area of work provides you with assurance.
	<p>FFP2/KN95 or FFP3 Mask:</p> <p>This should be worn:</p> <ul style="list-style-type: none">• On Public Transport, where this cannot be avoided.• At our Healthcare & Hospital sites• At our Food & Beverage sites.• At our Pharmaceutical sites.• Where required in non COVID-19 situations (Identified through Risk Assessment).