

1.29 COVID-19 POLICY

This company policy outlines the measures we are actively taking to mitigate the spread of coronavirus. All employees, delegates and any other visitors to our sites are kindly requested to follow these guidelines to sustain a healthy and safe workplace. It is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

This coronavirus policy applies to all our employees who physically work in our office(s) and those that attend training at one of our premises. Employees are not permitted to attend the office, delegates must not attend face to face training and visitors must not attend the site if they:

- have a new, continuous cough, a high temperature or a loss or change to your sense of smell or taste. They must self-isolate, book a test and follow Government guidance.
- have a positive COVID-19 diagnosis.

Government guidance can be found by following this link: <https://www.gov.uk/coronavirus>

General hygiene rules:

- Wash your hands frequently following the 20-second hand-washing rule. Ensure you use the sanitizers you will find around the office.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.

Training with KeyOstas

- Delegates will be encouraged to make use of the hand-sanitizer and or antiseptic wipes, that KeyOstas will be providing, when entering or leaving the classroom.
- It is a Delegates choice whether they wear a face mask on entering the training premises until they are seated in the training room.
- Delegates will be requested to 'check in' using the NHS Test and Trace app when attending training on a KeyOstas site.
- Ventilation will be ensured by keeping windows and doors open (excluding fire doors) as well as keeping air conditioning or heating running to ensure good ventilation throughout the offices and training rooms.
- To avoid any possibility of cross-contamination lunches are individually wrapped and served on individual plates. And, whilst we will continue to provide tea and coffee making facilities, delegates will not be permitted to prepare or handle beverages for other attendees or for their trainer.
- During breaks in the course, particularly at lunchtime, we request that delegates avoid congregating in groups inside of our training centres.
- All of our facilities are subject to a thorough professional cleaning process.
- Where the delivery of a course is taking place at client premises, we will be governed by their own COVID-19 policies and requirements.
- Anyone who develops symptoms whilst on a training course with KeyOstas will be asked to leave immediately and follow Government guidelines.



Occupational Safety Training and Advisory Services

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In a growing number of instances, we can deliver 'virtual' training via one of several video communications systems, including Microsoft Teams, Zoom and Skype for Business. Our experience in this kind of delivery has grown extensively in recent months, as has the number of awarding bodies who now actively encourage its use. Aside from the obvious advantage in terms of maintaining safety through social distancing, one of the benefits of virtual training is the ability to deliver important 'live' courses to groups of delegates gathered in a single client location and/or to individuals based at home or in their office.