

# COVID-19 (Coronavirus) Policy

## Introduction

During the unparalleled global public health and economic crisis resulting from the COVID-19 pandemic, we have been focused on the actions we can take to address the actual and perceived dangers of acute public health events on our own business operations.

Throughout this challenging time, the health, safety and wellbeing of our customers, employees, service providers, partners and communities have remained our highest priority.

## Objective

The duration of this policy and the magnitude of potential recurrences is dependent upon information available to us and our own adherence to Government recommendations as the COVID-19 pandemic evolves.

## Purpose and Scope

The execution and implementation of this plan will require the coordination and cooperation of customers, employees, service providers and partners as a shared responsibility. Since infectious disease pandemic situations are fluid, we will remain responsive and flexible and base our decisions accordingly regarding this policy.

To mitigate the impact on your business and ours during this challenging time we have taken the following steps:

- Secured our Supply Chain to ensure that we can update stock regularly including high demand products such as hand sanitizer and cleaning products
- Remote working for our staff – Any staff who can work from home is now doing so following government advice to help stop the spread of the virus.
- Any staff who display any symptoms during working hours while on site will have their temperatures taken and sent home to isolate should we suspect any form of fever
- Our frontline staff i.e. delivery drivers, installation teams and sales representatives have their own supply of hand sanitizer and anti-bacterial wipes to clean their hands, vehicles and equipment before coming into contact with any of our customers. All staff have access to cleaning products to keep their own workspaces and personal hygiene germ-free as much as is possible.
- We have ensured that none of our staff have recently travelled to, not have any plans to travel to, any high-risk countries or areas as identified by the WHO.
- We have implemented a temporary rule that customers no longer have to sign for any deliveries to limit physical contact. In addition, we have introduced a One Drop option whereby our delivery team can leave your goods with one point of contact rather than multiple location drops.
- Alternatively, if preferred, our drivers can drop your goods at a designated drop-off point to eliminate physical contact entirely.
- We will offer out-of-hours furniture installations to limit disruption to our customers business and minimize contact with your staff.
- We have implemented home deliveries for our customers who are working from home.

As we repopulate our buildings, we will be diligent about protecting our health, as well as the health of those around us. All staff are expected to adhere to these precautions and to do their part in addressing this pandemic.

### **Clean Hands Often**

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. Always have tissues to hand.
- If soap and water are not readily available, use sanitizer. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

### **Maintain Social Distancing of 2m wherever possible**

- Avoid close contact with people.
- Remember that some people without symptoms may be able to spread virus.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.
- Use remote working tools to avoid in-person meetings. If an in-person meeting must be held then the 2m distancing must be observed throughout
- For staff working in the office we have followed Government guidance and reviewed our layouts and processes to allow staff to work further apart from each other.
- We have implemented an internal one-way system to avoid any congestion in certain areas
- Signage has been erected throughout the site to remind people of the basic rules of regular and proper hand washing, using hand sanitiser and 2m social distancing along with floor stickers indicating queuing system at copiers, work cafe and toilets at a safe distance.

### **Cover coughs and Sneezes**

- If you are in a private setting and are not wearing a face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow, but preferably use a tissue.
- Throw used tissues away responsibly.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer.

### **Clean and Disinfect**

- Clean AND disinfect frequently touched surfaces daily.
- This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, taps and sinks.
- Antibacterial wipes, cleaning products and hand sanitiser have been placed all around the site for staff to access them in order to maintain their individual workstation cleanliness and their own personal hygiene.

### **If Potentially Exposed, Stay Home and Self-Quarantine**

- Alert your immediate Manager as a matter of priority by phone, DO NOT physically come into work
- Take your temperature twice a day and watch for symptoms (fever, cough or shortness of breath).
- Practice social distancing. Maintain at least 2m distance from others and stay out of crowded places.
- Follow Government guidance if symptoms develop. Stay home for 14 days and self-monitor.

## Compliance

- All managers, employees and other persons representing Penkeths are expected to comply with the requirements of this policy
- Managers and supervisors are responsible for encouraging compliance with this policy.
- All employees are responsible for ensuring visitors comply with this policy.
- This policy forms part of the conditions under which contractors agree to work in Penketh's worksite/s.

## Expectation

All employees are expected to:

- participate in the implementation of this policy
- comply with the requirements of this policy
- inform those entering the worksite of this policy

## Communication

Penketh Group will ensure that:

- all employees receive a copy of this policy
- this policy is easily accessible by all members of the organisation
- employees are informed when an activity aligns with this policy
- employees are empowered to actively contribute to and provide feedback to this policy
- employees are notified of any changes to this policy.

## Review

This policy is subject to periodic review by Penkeths Board of Directors with the aim of identifying opportunities to continually improve the company's policy.

The Board of Directors is fully committed to the implementation of the Policy, for which I take overall responsibility.

A handwritten signature in black ink, appearing to read 'M Penketh', with a horizontal line underneath.

Mark Penketh  
Managing Director  
Penkeths Limited

14<sup>th</sup> May 2020