

1.29 COVID-19 POLICY

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. 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 and delegates must not attend face to face training 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

- For all training conducted on our own premises we will be implementing a maximum number per class based on the most current Government guidance. Where possible all seating will allow for a minimum of 2-metres of personal separation whilst in the classroom or 1 metre plus with extra precautions in place.
- Delegates will be required to make use of the hand-sanitizer and or antiseptic wipes, that KeyOstas will be providing, when entering or leaving the classroom.
- Whilst at the discretion of delegates and/or their employer, the use of appropriate PPE in the classroom will not be discouraged.
- 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, delegates will be heavily discouraged from congregating in groups inside or outside 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 liaise closely with our clients ahead of the course commencement date to determine the maximum number of delegates for the course (determined by room size, facilities, etc), as well as other welfare measures, and this will again be with delegate safety as the absolute priority.

- Anyone who develops symptoms whilst on a training course with KeyOstas will be asked to leave immediately, self-isolate and book at test in line with Government guidelines.
- **Social distancing must be maintained at all times whilst on a KeyOstas course and/or a KeyOstas premises, and our staff will be extremely diligent in ensuring that this is adhered-to for the protection of each and every delegate and employee.**

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.