

COVID-19 Policy - Working at Sync Store

Policy and Scope

This policy applies to all staff that work in Sync Store. If an employee will also attend customer sites, they should also read the policy document: 'COVID - Attending Customer Sites'. If an employee will also attend the Sync Office location, they should also read the policy document: 'COVID - Working at Sync's Offices'.

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)

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 good personal hygiene, including:

- Washing your hands regularly, for a minimum of 20-seconds
- Use hand sanitising stations when necessary, these are located around the building and by major entry/exit points
- Moving between stations must be kept to an absolute minimum.
- Masks MUST be worn at all times when away from your desk or workstation.
- When arriving in the morning, please come in through the main door, your temperature will

be taken, you must sanitise your hands and put on a mask.

- Only work at your own desk/workstation, please do not use other people's computers/phones. Any shared tools and equipment should be sanitised before and after use
- Ensure your desk/workstation is regularly cleaned.
- Only 1 person allowed in the kitchen or microwave area at a time, please use hand sanitiser when entering/exiting the kitchen.
- Only make refreshments for yourself.
- Any doors or windows that are open must be left open.

Protection & Personal Protective Equipment (PPE)

Sync have made PPE available for all employees, as appropriate to the risks assessed for their role. Employees are given the option to wear PPE as appropriate. Please alert Robin Kay or your manager, immediately if you have any concerns or if any cleaning/safety supplies are running low. Sync have also installed protective screens around the till and machine demonstration areas for the protection of its staff/customers.

Social Distancing

Sync have put a number of measures in place to assist with the enforcement of social distancing. Sync are asking it's staff to:

- Observe social distancing rules at all times
- Please follow the one way system around the shop floor, as indicated
- Only one person the be in the kitchen area at any one time
- Only one person to be on the stairs at any one time
- No standing in communal areas or near peoples desks for longer than needed

Customer Management

Sync have made the following modifications to Sync store in order to better manage it's customers, and keep it's staff and customers safe:

- Only 4 customers are allowed on the shop floor at any one time, customers are not permitted into areas off the shop floor

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- Appointments can be booked through apple.com and please be on-time, anyone over 5 minutes late for an appointment may be denied access
- Development of a one-way system throughout the store
- We will not be challenging customers around the use of face coverings, as we understand that there are a number of reasons that one may be exempt from wearing a covering. Instead of challenging customers, we will automatically assume that they are following the law, and have an exemption
- 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.

Cleaning

Sync are asking all staff to assist in keeping the premises clean. This includes:

- Ensuring your desk, computer, telephone and any other equipment in your area is cleaned and sanitised regularly
- All customer devices are cleaned/sanitised when being booked in, and before being handed back
- Altering Robin Kay or your manager, immediately if you have any concerns or if any cleaning/safety supplies are running low

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 the premises (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)