

COVID-19 POLICY

As the Coronavirus situation across the globe and the UK continues, we need to ensure the wellbeing of our staff, customers, and Suppliers. As such, we will continue to monitor and follow Government, NHS England and WHO (World Health Organisation) advice daily. We are currently operating a near normal service where possible and where required.

All office-based functions are now working remotely from home until further notice. We continue to operate our Logistics and managed services and service and maintenance as normal also, albeit with extra safety precautions having been implemented.

No one can predict the full impact of this virus and it continues to be a moving target. Following the recent Government announcements, our engineers will attend, as a priority, sites where service is essential. We will endeavour to meet all customer contractual SLA's, but due to circumstances outside of our control there may be times, despite our reasonable endeavours, that this may not be possible.

In line with guidance from the UK Government and World Health Organisation, on the prevention of the spread of the virus, we have been putting precautionary safety measures in place including:

Monitoring staff sickness and ensuring staff are aware of symptoms to look out for.

Ensuring staff self-isolate if they have travelled to a coronavirus high risk country in the last 14 days.

Educating our staff on prevention.

We have shared with staff the guidelines for frequent and proper handwashing.

Providing hand sanitisers.

Following government advice any staff showing cold/flu like symptoms will for 7 days self-isolate/work from home.

Fairtrade Vending have put in place a specific and detailed Coronavirus policy that has been communicated to all staff and tested.

For our Engineers working on site:

Engineers are instructed to use all appropriate and relevant PPE equipment as advised on a regular basis when working on site and to keep washing their hands on a regular basis.

We have implemented a 'no handshake' policy for all staff.

Engineers will adhere to the 'two metre' rule to distance themselves where possible.

Engineers will not request customers to provide an electronic signature or to complete a customer survey on their mobile devices during this time and whilst the virus remains a threat.

FAIRTRADEVENDING

Engineers are expected to adhere to and follow all site instructions and policies, particularly in respect to this virus.

Delivery Drivers: all our delivery drivers have been instructed to leave goods outside of customer premises, unless permission has been authorised by the customer and that the environment is deemed safe into which goods can be left and safe distancing is adhered to. Our drivers, if they do not feel safe reserve the right to Not enter the customers premises.

Our Business Continuity Plan has been reviewed, modified, and tested in light of the new Coronavirus threat. Depending on government guidelines we are confident it will ensure continuation of our services.

If you have any questions, please email: info@fairtradevending.co.uk or call us on 01634 726163

Mike Steel

Director

15 April 2020