

SAFE & HEALTHY

RETURN TO WORK AMID COVID-19



As part of our COVID-19 **Safe & Healthy Return to Work** process, we have conducted a comprehensive business risk assessment in consultation with our employees and put in place a number of stringent control measures to ensure our employees, our customers and the general public are protected from virus transmission.

These measures, which are compliant with the UK Government's guidelines for a 'COVID-19 Secure Employer', have been specifically designed to prevent the spread of COVID-19 and reduce related risks across all areas of our business. These measures include:

- Our Return to Work guidelines follow the UK Government's 5 key points for a COVID-19 Secure Employer.
- ✓ Work from home, if you can
 - ✓ Carry out a COVID-19 risk assessment in consultation with workers
 - ✓ Maintain 2 metres social distancing, wherever possible
 - ✓ Where people cannot be 2 metres apart, manage transmission risk
 - ✓ Reinforcing cleaning processes

ON SITE

PROTECTING OUR ENGINEERS & CUSTOMERS

- ✓ **Personal Protection Equipment (PPE)**
Including: mask; nitrile disposable gloves; safety glasses; disposable boot/shoe covers.
- ✓ **Social distancing**
Strict social distancing guidelines in place to maintain at least 2 metres between engineer and customer
- ✓ **Hygiene items**
Including: antibacterial wipes & sanitiser to wash hands thoroughly before and after visits
- ✓ **New & updated procedures**
Via method statements, risk assessments and e-learning modules to reduce risk



TRAVELLING TO SITE

PROTECTING EMPLOYEES & THE GENERAL PUBLIC

- ✓ **Hygienic travelling practices**
Guidelines include:
 - Avoiding any unnecessary travel
 - Use of disposable gloves and sanitiser for refuelling
 - Avoiding unnecessary visits to fuel stations
 - Paying contactless where possible
 - Van stocked with sanitiser, antibacterial wipes and PPE



STAYING AT HOME

PROTECTING THOSE WHO CAN WORK REMOTELY

- ✓ **Homeworking**
Our employees are requested to continue to work from home, where possible, until notified about our gradual return to work with plans specific to their location.



AT THE OFFICE

PROTECTING THOSE WHO CAN'T WORK REMOTELY

- ✓ **Social distancing**
Strict social distancing guidelines in place to maintain at least 2 metres between colleagues. One-way flow system implemented with visual aids and signage.
- ✓ **PPE**
Face masks to be provided to all employees. In active roles such as warehouse activities, where 2m separation is not always possible, PPE to be provided in addition to other separation measures.
- ✓ **Start/finish/break times**
Staggered start, finish and break times to ensure people are apart during building entry and exit and not in close contact during breaks.
- ✓ **Strict hygiene measures**
Including:
 - Hygiene training, guidance and reminders
 - Hand washing and surface cleaning materials provided
 - Hand shaking and gatherings at work prohibited
- ✓ **Travel guidelines**
Including:
 - Only essential business-related travel allowed
 - All non-essential meetings changed to digital meetups
 - Avoiding public transport and using alternative modes where possible: e.g. cycling/walking to work
 - Car sharing scheme halted until further notice
 - Masks provided for those who must use public transport
- ✓ **Illness**
Employees not to leave home if they or any of their household have any symptoms of COVID-19, including a fever.



MENTAL HEALTH

PROTECTING OUR GENERAL WELLBEING

- ✓ **Dedicated wellbeing resources**
Including:
 - Mindfulness workshops (exclusive to SMS)
 - Home schooling (including virtual tours)
 - Financial support
 - Bereavement support
 - Remote working guidance & tips
 - Virtual exercise classes (exclusive to SMS)
 - E-learning modules on Resilience, Homeworking & Wellbeing
- ✓ **Mental Health First Aid Training**
Employees across all locations have undertaken certified Mental Health First Aid training, providing a holistic approach to wellbeing support offered to staff.



A Safe & Healthy Return to Work

Our **Safe & Healthy** Return to Work guidelines have been formulated in consultation with our employees and partners, and in compliance with the UK Government's latest official guidance.

Official advice via UK Government and devolved public health agencies is monitored regularly for latest details and best practice shared with employees relevant to their roles and locations. Our employees are kept fully briefed and up to date with latest COVID-19 advice on staying protected through regular communication.

Please note: the high-level guidelines displayed on this infographic are not exhaustive or fully indicative of our comprehensive Return to Work measures and risk assessment. You can request the guidelines in full at info@sms-plc.com or by contacting your dedicated SMS contact.

