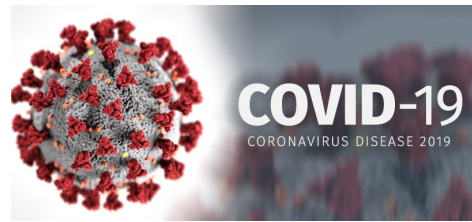


**Coronavirus / COVID-19**  
**Zeta Services Company Policy**  
**Version 16.0**  
**Date: January 25<sup>th</sup> 2022**



**Distribution:**                   **All Zeta Services staff**  
  **Clients**  
  **Sub-contractors**  
  **Suppliers (including office cleaners)**

---

**Background**

COVID-19 is a viral infection which originated in China in December 2019. Since then, it has spread Worldwide and has been regarded as a global pandemic by the World Health Organisation. More information is available on the NHS website [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

This document outlines Zeta Services policy for the containment of COVID-19, the purpose of which is to ensure that staff do not inadvertently spread this illness from one another to client sites and the general public. This document is regularly reviewed and updated in line with government guidance.

**It is essential that you follow the advice outlined below.**

**What we have told our customers**

*“Zeta Services is committed to ensuring the safety of our staff, clients and the general public. We are carefully monitoring the situation and following advice published by Public Health England and the NHS. Our staff have been provided clear advice about personal hygiene and we are monitoring their health. We are also monitoring their holiday plans and travel movements. We are minimising unnecessary business travel and fine tuning our business continuity plans, to ensure that we can continue to support our clients. If you have any queries, please email [info@zetaservices.co.uk](mailto:info@zetaservices.co.uk) .”*

More information can be found at <https://111.nhs.uk> or advice issued by the NHS or Public Health England (PHE) can be found on the company’s Microsoft TEAMS site “COVID - 19 Business Update”.

## Contents

The Symptoms of Coronavirus.....	3
What you must do – Company Policy.....	3
Client Workplace Testing.....	3
Vaccines .....	4
Self-Isolation Rules.....	5
When to self-isolate.....	5
When you do not need to self-isolate .....	5
How to self-isolate .....	6
How Long to Self-Isolate .....	7
Self-Isolation Flow Charts .....	9
Chart 1 – Develop Symptoms .....	9
Chart 2 – Test Positive with no symptoms .....	10
Chart 3 – Live with someone who tested positive or contact by Test & Trace.....	11
General Precautions.....	12
Field Team Precautions.....	13
Exchanging / Collecting Vehicles.....	13
Safe & Effective use of PPE .....	14
Head Office (Zeta House) Precautions.....	15
Management of Information .....	17
Disease Management .....	18
Business Continuity Actions.....	19
Distribution & Dissemination of Information .....	19
Appendix 1 – Example Checklist to Employees .....	20
Appendix 2 – Healthcare Specific Guidance .....	21
The use of masks during COVID-19.....	23

## The Symptoms of Coronavirus

The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal

## What you must do – Company Policy

- Complete the company health questionnaire every 7 days, or when there is a change to your current circumstances. The form is based on ProntoForms or on the company “COVID - 19 Business Update” channel on Microsoft Teams
- If you feel unwell and/or sick, please contact your line manager in- line with Company policy. If you have any of the main symptoms of coronavirus detailed above, you should self-isolate (see [Self-Isolation Rules](#)) straight away and get a PCR test
- If you return a positive result following a COVID-19 test you must complete the Coronavirus Positive notification form and update your details on the weekly questionnaire

## Client Workplace Testing

- Some our clients’ sites are now implementing on site screening prior to work commencing. This will likely be in the form of a temperature check but in some cases, this will require a sample analysis
- Testing for COVID-19 that is required to enter a client’s site will be part of their health and safety policy and as such must be adhered to as per any other health and safety regulations on site.
- It is Zeta policy that where testing is required it must be completed
- If you have any concerns about testing, then please contact your line manager or a member of the DMT

## Vaccines

- Zeta Services do not have any policies mandating that employees are vaccinated. Some sites, especially those in healthcare, may require employees to be vaccinated for them to work on site
- Selecting not to vaccinate may affect clients that you are able to visit. We will work with you to accommodate any changes to planning that requires but ultimately this may affect your role
- If you have any concerns about vaccinations, then please contact your line manager or a member of the DMT

## Self-Isolation Rules

### When to self-isolate

Self-isolate straight away and get a PCR test (a test that is sent to the lab) on GOV.UK as soon as possible if you have any of these 3 symptoms of COVID-19, even if they are mild:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

You should also self-isolate straight away if:

- you've tested positive for COVID-19 – this means you have the virus
- someone you live with has symptoms or tested positive (unless you are not required to self-isolate – check below if this applies to you)
- you've been told to self-isolate following contact with someone who tested positive

### When you do not need to self-isolate

If you live with or have been in contact with someone with COVID-19, you will not need to self-isolate if any of the following apply:

- you're fully vaccinated – this means 14 days have passed since your final dose of an approved COVID-19 vaccine
- you're under 18 years old
- you're taking part or have taken part in an approved COVID-19 vaccine trial
- you're not able to get vaccinated for medical reasons

Even if you do not have symptoms, you're strongly advised to:

- do daily rapid lateral flow tests (1 a day for 7 days), if you're fully vaccinated, to protect yourself and others from COVID-19 - [find out more about daily testing on GOV.UK](#)
- follow advice on [how to avoid catching and spreading COVID-19](#)
- consider limiting contact with [people who are at higher risk from COVID-19](#)

## How to self-isolate

You must not leave your home if you're self-isolating.

### **DON'T**

- do not go to work, school or public places
- do not go on public transport or use taxis
- do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
- do not have visitors in your home, including friends and family – except for people providing essential care
- do not go out to exercise – exercise at home or in your garden, if you have one

### **DO**

- work from home if you can and are well enough – this helps reduce the number of people you have contact with

When you can leave your home while self-isolating

You can temporarily leave self-isolation to:

- post a PCR test or antibody test at a Royal Mail priority post-box
- get food or medicine if you cannot order it online or by phone, or you cannot ask someone to bring it to your home
- get urgent health services for you, your family and pets
- avoid harm, for example, if there is a fire or you are at risk of domestic abuse
- access services as a victim of crime, for example, if there has been a burglary
- help someone who is pregnant to go to a medical appointment, or to give birth
- go to the funeral of a close family member
- meet legal duties such as going to court, taking part in court proceedings, or following bail conditions
- take part in NHS COVID-19 research, but only if you're asked to leave self-isolation

You should take extra care to follow advice on how to avoid catching and spreading COVID-19 while you have temporarily left self-isolation.

## How Long to Self-Isolate

### 1. If you've tested positive

If you test positive, your self-isolation period includes the day your symptoms started (or the day you had the test, if you do not have symptoms) and the next 10 full days.

If you get symptoms while you're self-isolating, the 10 days restarts from the day after your symptoms started.

#### When to stop self-isolating

You can do a rapid lateral flow test from day 5 of your self-isolation period (but not before) and another test the next day. You can stop self-isolating if:

- both tests are negative
- you do not have a high temperature

Report your test result after each test.

You should stop testing after you've had 2 negative test results in a row.

If you stop self-isolating after 5 full days, it's important that you take steps to reduce the chance of passing COVID-19 to others. This means you should:

- work from home if you can
- wear a face covering in shops, on public transport and when it's hard to stay away from other people – particularly indoors, in crowded places or where there is not much fresh air
- limit contact with people at higher risk of serious illness from COVID-19
- follow advice on how to avoid catching and spreading COVID-19

You can stop self-isolating after the 10 days if either:

- you do not have any symptoms
- you just have a cough or changes to your sense of smell or taste – these can last for weeks after the infection has gone.

You do not need to do any more rapid lateral flow tests after day 10 of your self-isolation period.

#### When to keep self-isolating after 10 days

If you have a high temperature after the 10 days, or are feeling unwell, keep self-isolating and seek medical advice.

## 2. If you need to self-isolate because someone you live with has tested positive

Check if you need to self-isolate first. You may not need to self-isolate in certain situations. [Read more about when to self-isolate and what to do.](#)

### How long you need to self-isolate

If someone you live with tests positive, your self-isolation period includes the day their symptoms started (or the day they had the test, if they do not have symptoms) and the next 10 full days.

### When to stop self-isolating

You can stop self-isolating after the 10 days if you do not get any symptoms.

### What to do if you get symptoms

Get PCR a test to check if you have COVID-19 on GOV.UK if you get symptoms while you're self-isolating.

If your test is negative, keep self-isolating for the rest of the 10 days.

If your test is positive, the 10 days restarts from the day after your symptoms started. This will mean you're self-isolating for more than 10 days overall.

## 3. If you've been told to isolate by NHS Test and Trace

Check if you need to self-isolate first. You may not need to self-isolate in certain situations. [Read more about when to self-isolate and what to do.](#)

Self-isolate immediately if either:

- you get a text, email or call from NHS Test and Trace telling you to self-isolate
- you get an alert from the NHS COVID-19 app telling you to self-isolate

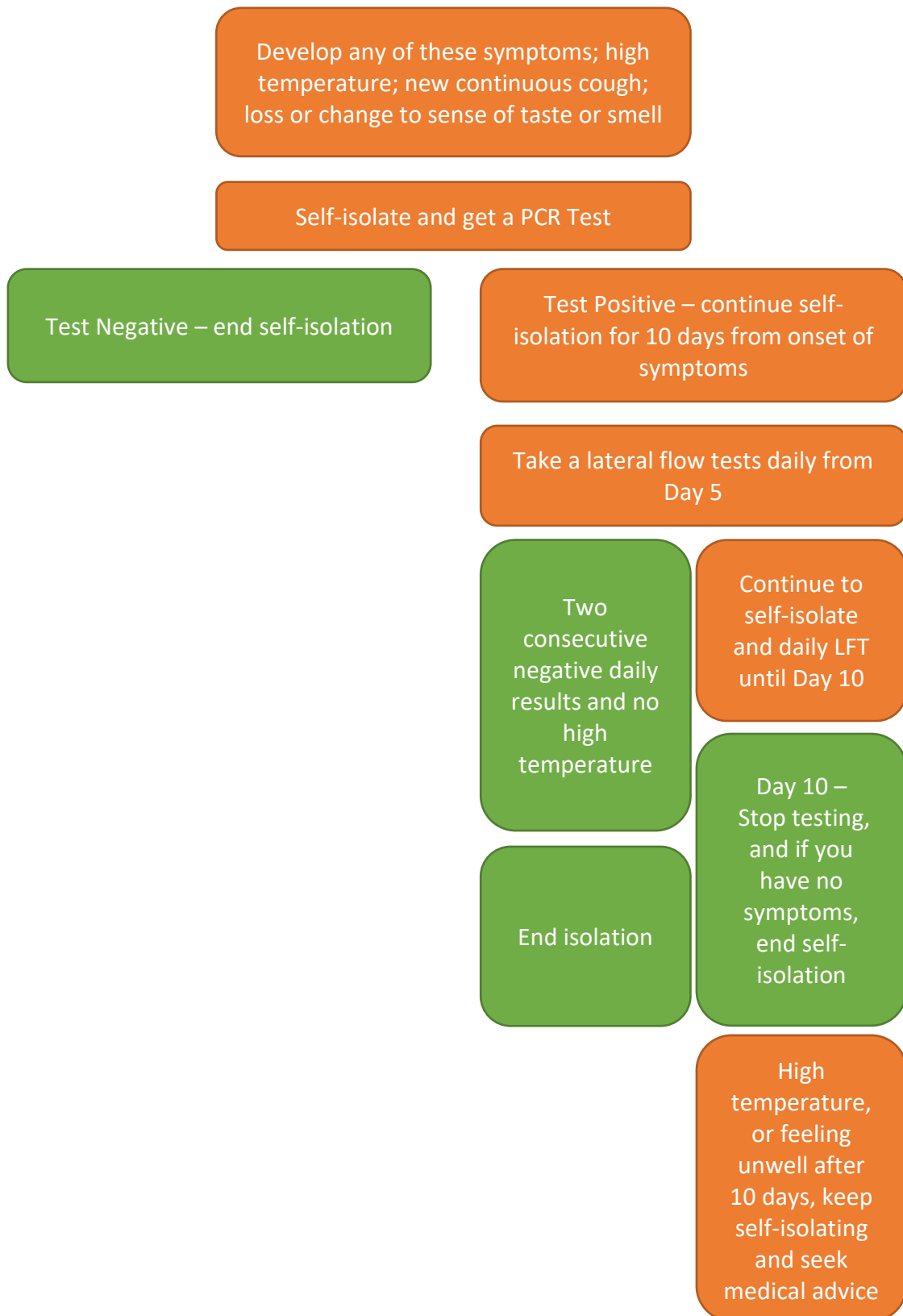
Your self-isolation period includes the day you were last in contact with the person who tested positive for COVID-19 and the next 10 full days.

It's a legal requirement to self-isolate if you are told to by NHS Test and Trace. You could be fined if you do not self-isolate.

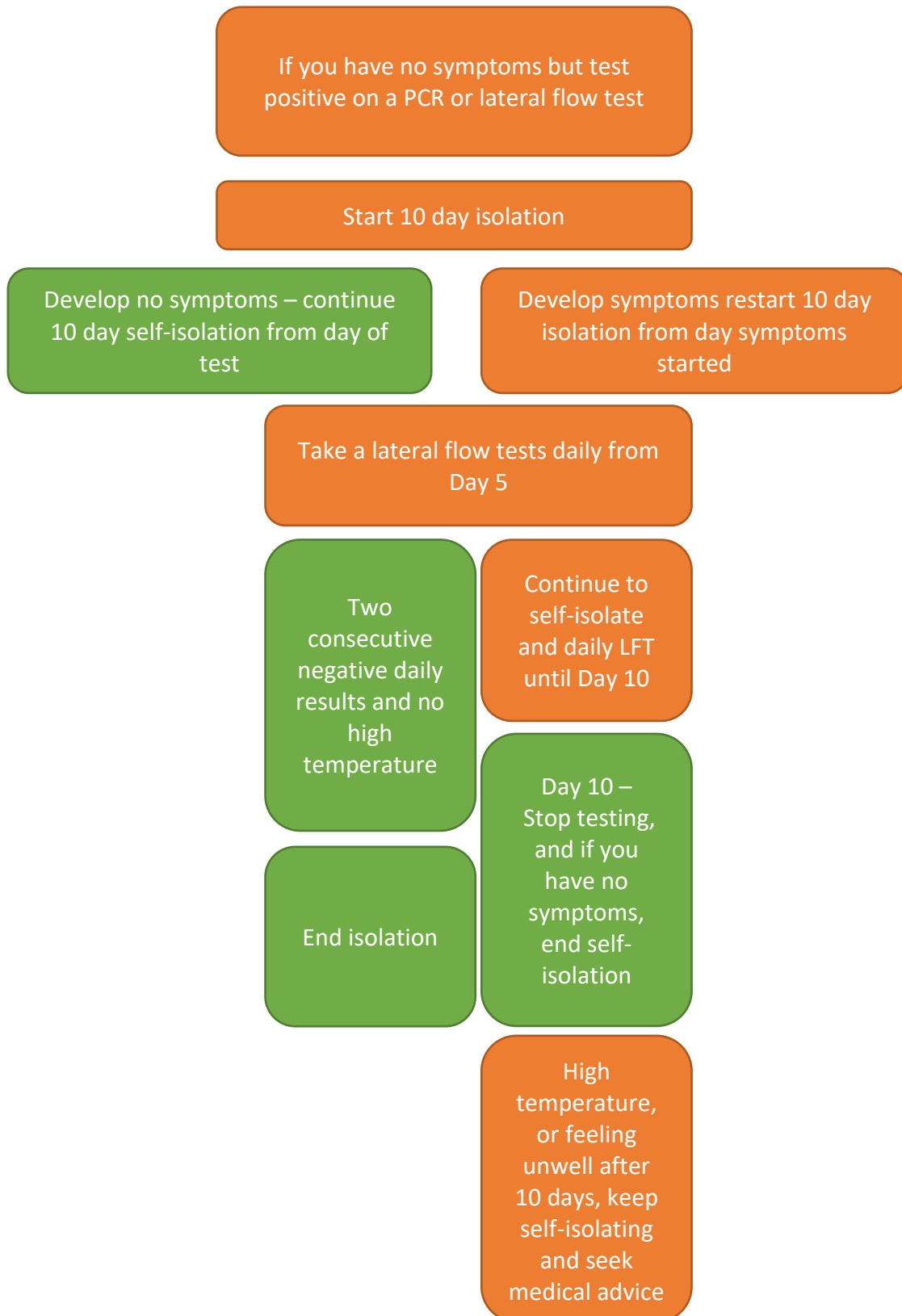


## Self-Isolation Flow Charts

### Chart 1 – Develop Symptoms



## Chart 2 – Test Positive with no symptoms



### Chart 3 – Live with someone who tested positive or contact by Test & Trace



## General Precautions

- **Regularly wash your hands.** Which includes your fingertips, palm, back of the hand, between your fingers, base of your thumb and wrist. Remember to wash around rings and take watches off. Washing your hands should take at least 30 seconds, use soap and where available hot water. If you are unsure, follow the World Health Organisation's advice:  
[https://www.who.int/gpsc/5may/Hand Hygiene Why How and When Brochure.pdf](https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf)
- **Catch sneezes and coughs in tissues.** Immediately dispose of the tissue and wash your hands or alternatively use hand sanitizer. If you do not have a tissue to hand or are caught off guard, sneeze, or cough into the crook of your elbow. Wash your clothing and use disinfectant spray where possible.
- **Do not touch your face.** Your eyes, nose and mouth are moist membranes and will convey the virus into your body and out of it to infect others. Keep your hands away from your face unless you have just washed them.
- **Do not wear watches or jewellery and regularly clean your clothes.** For food factories, Hospitals and pharmaceuticals sites you should not be wearing watches, jewellery and accessories anyway.
- **Clean your equipment** - including laptop, keyboards, tablets and mobile devices with disinfectant wipes every day. If you do not have any, contact your line Manager well in advance. There is a Worldwide shortage.
- **Social Distancing** – The Government have advised that social distancing is mandatory for everyone. Therefore, please maintain such practice through the course of both your work & personal life at a minimum of 2 metres.
- **Shielding** – During the height of the outbreak, the Government identified 1.5 million people regarded as a significant risk from COVID-19. The Government have published document 'Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19'.
  - If you were, or recently have been identified as someone who is in such group (You will be advised by letter, SMS or phone call (Where the latter two are possible), you should notify your line Manager of this immediately. Shielding involves 12 Weeks of containment from the date you receive your letter. We remain committed to supporting you throughout this time. Please ensure you read such guidance, this is available to view from:  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

## Field Team Precautions

- Complete the ProntoForms' 'Coronavirus Questionnaire' form each Monday before 10am. Contact your Line Manager immediately if you're unsure how to access the form. This will provide a certificate to supply to customers and allow the business to monitor your health and safety, whilst ensuring adequate staffing and keeping a record of field staff health.
- If your site visit has been authorised as soon as you get to a site, ask whether there are any extra precautions that need to be taken or if there are any confirmed cases of the virus within the building. You may be asked to complete a questionnaire. You can use this policy to answer questions or provide a copy of it. It will be on our web site home page – [www.zetaservices.co.uk](http://www.zetaservices.co.uk).
- Wash your hands when you first arrive at site, between movements to different buildings and when you leave. For Healthcare, you should wash your hands between each patient facing area, in-line with the WHO 5 Moments of Hand Hygiene - <https://www.who.int/gpsc/5may/background/5moments/en/>.
- Do not shake hands with your client – they will understand. Nod or wave as an alternative.
- Only visit the Office by prior appointment to ensure we can accommodate you and prepare any stock you may require. Book visits in a week before your visit with Jane Bailey.
- Hand sanitiser can be bought on expenses for your personal use until further notice, but we remain clear that requesting of PPE should be via your Line Manager.

## Exchanging / Collecting Vehicles

- When exchanging a vehicle or collecting after a service / tyre change etc. the following should be completed to ensure the vehicle is disinfected
- Put on the required PPE/RPE (disposable gloves, surgical mask)
- Using antibacterial spray / wipes
  1. Disinfect key fob
  2. Disinfect the external door handles, car boot button, petrol cap
  3. Ventilate the vehicle by opening windows / doors
  4. Disinfectant all likely internal contact points, i.e., internal door handles, boot latch, the steering wheel, light switches, gear stick, handbrake, centre console control, the indicator / light and wiper stalks, seat adjusters, arm rest's etc
  5. Remove PPE in a safe manner and dispose of this accordingly.
  6. Disinfect your hands

## Safe & Effective use of PPE

### In order for PPE to be effective, it must be:

- Available – Ensuring you have adequate stock.
- Suitable – Designed for its intended purpose.
- Sufficient – For the Job you are conducting.
- A last resort to all other risk controls.
- Align to the Risk Assessments & Method Statements available to you.

There will be occasions when we are asked to use PPE while we are on site, and it is important to understand the requirements for PPE. In relation to COVID-19, facemasks are the PPE most likely to be required and these must fit adequately. Specific training is therefore required. This will include a test of the fit and instruction that the face must be clean shaven. Both these elements are essential to prevent leakage around the mask. If you aren't clean shaven or are using a mask you haven't been fit tested for, please notify your line manager.

Some sites may request additional PPE on top of Zeta Compliance Services Ltd COVID 19 Risk Assessment. If you're asked to wear additional PPE (e.g., disposable gloves) refer to your line manager for advice and authorisation. This is to ensure that PPE doesn't conflict and cause harm.

There is a common misconception about the function of PPE which assumes that it is to protect the wearer against something harmful to which he or she would otherwise be exposed, whereas in fact the legal requirement is to put into place all reasonably practicable measures to prevent exposure and PPE is in addition to risk controls identified in our risk assessments. This is regarded as an additional risk control measure. It is identified that elimination of risk is not always technically possible.

PPE is provided as an additional protective function, but we remain clear – Our legal and moral obligation is not to put anyone at risk of ill-health or harm that was foreseeable. No-one will be asked to go anywhere or do anything which puts them at avoidable significant risk.

During COVID-19, the use of PPE is also about not only keeping you safe but keeping those you meet safe. We are therefore calling for all Staff to report on their health and COVID-19 risk factors every Monday and any time there might be a change in circumstances. It remains possible that any of us could be carrying the virus without knowing it, in which case PPE would provide a barrier between us and those we meet.

The "Zeta Services" logo face coverings will need to be washed frequently, i.e., after one day's use. The use of "Zeta Services" masks should be limited for work purposes only and please remember that when wearing them, as with our uniform, that they bear our company name, and our behaviour will reflect the company.

After using disposable masks or gloves please ensure that these are disposed of appropriately in any provided safe disposal bins where appropriate or in a general waste bin. This is vitally important to reduce the impact on the environment.

### **Head Office (Zeta House) Precautions**

Following the most recent government advice our offices will remain open with a skeleton staffing model with two teams grouped into “bubbles” to ensure there is a continuity plan in place. This is to:

- Allow our field-based employees to access PPE more efficiently
- Ensure that we can receive deliveries to allow vital services to continue
- Implement required changes for social distancing in the workplace, whilst maintaining social distancing to implement such changes
- To prevent further stagnation to our water systems

All staff who can work from home are doing so with any individuals coming to the office, non-office based staff or visitors, having to book in with Jane Bailey the week before their intended visit. All requests for office visits will be reviewed individually, using the latest government guidance, the week prior to the proposed visit to ensure the risk of exposure is minimised.

The need for office based staff will be reviewed every two weeks or when there is a change in the government guidance or a change to the business needs. This is ensuring the number of people working from the office is minimised.

Visitors to the office will be registered in advance of their visit using the Sign In app.

As a company, we have assessed the risk and conducted changes to our office environment and attendance times reduce exposure and transmission. To further reduce transmission, where possible, any letters should continue to be sent electronically to [info@zetaservices.co.uk](mailto:info@zetaservices.co.uk).

Following the government position on increased testing and free distribution of lateral flow tests a decision has been made to implement a testing policy for people visiting the office.

### **Testing for Office Based Staff**

All office based staff who are in everyday will have to self-test twice a week – Monday and Wednesday before starting work.

Staff will then be able to work in the office without using masks if they wish to do so. Staff should still wash and sanitise hands and social distance in accordance with Government advice.

### **Testing for Visitors and Staff not Based in Office**

Visiting staff will be asked to self-test before their visit to the office.

If not possible to self-test they will need to take a test supplied by Zeta on visiting the office for meetings etc. so may need to arrive 30 minutes early to be tested.

A bin will be provided in reception area clearly marked 'COVID-19 Tests' for disposal of used test kits.

### **Obtaining Tests**

Free lateral flow tests are free of charge from the Government website and are delivered to your home address (they will not deliver to a business address).

To obtain your free tests please click link below:

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests> - How to order coronavirus (COVID-19) rapid lateral flow home test kits for twice-weekly testing.

### **In Office Precautions**

Following current government guidance; the following steps have been considered and will be implemented. These must be complied with by all staff accessing the office. These will be reviewed every two weeks or when there is a significant change to the government guidance:

- If the Head Office is your current place of work (designated office worker) and you have a cough or raised temperature, please stay at home, and contact your line manager. You will need to self-isolate and if well enough prepare to work from home and follow the self-isolation procedure
- Masks / face coverings are to be worn by all staff (except where they have a medical exemption) when moving around the office (i.e., when going to the kitchen / toilet etc)
- Signing in and out should be conducted by downloading the Sign In app on your personal phone or scanning the QR Code on the tablet in the foyer to prevent transmission
- After using the toilet wash your hands with soap and warm water, then use the hand sanitizer provided
- At the end of the day if you have a laptop this should be taken home with you. This will mean that if you are concerned about coming to work the following day or it turns out that someone else has a positive viral test, you can work from home
- Hot desking is not permitted but this does not excuse the requirement to regularly clean and sanitise all surfaces in your designated area. Therefore, please avoid using someone else's mobile phone, desk phone and computer keyboard. We have asked our cleaners not to clean workspaces to prevent cross contamination



- Please avoid making drinks for colleagues. You should make your own drinks. The use of tear and throw coffee and sugar sticks are both being procured and encouraged for use to prevent contamination of common touch points
- After touching surfaces in communal areas (toilets, doors, bannisters, kitchen surfaces, meeting rooms desks etc) you should sanitise these by using the disinfectant wipes provided. All communal areas will also be disinfected twice a day

### **Management of Information**

- All information will be kept confidential in line with our GDPR undertakings
- The information you provide is to ensure the business can always ensure your Health & Safety and that of the colleagues and customers around you. Such content is only accessible by the Disease Management Team, defined within this policy
- Should you have any concerns regarding your personal information, please do not hesitate to contact your Line Manager to ensure that we can discuss this with you

## **Disease Management**

Zeta Services disease management team will consist of:

- Rob Nicoll – CEO
- Kate Gard – Operations Director
- Ian McEvoy – UK Service Manager
- Gareth Bann – Associate Director

This group will convene by telephone every other Friday to review:

- a) Previous weeks compliance to this policy
- b) PPE compliance
- c) PPE Stock levels & trends
- d) Any specific self-certification responses that are a cause for concern
- e) Confirmation of positive cases at client sites and inform staff connected with that site
- f) Absenteeism due to:
  - a. Suspected or confirmed COVID-19 illness
  - b. Self-isolation due to potential exposure to the virus (including Test & Trace contact)
  - c. Other reported illnesses
- g) Changes to government policy
- h) Changes to PHE or NHS recommendations
- i) Customer concerns and incidents of sickness
- j) Office staff levels
- k) This policy

Every case of illness will be managed on a case by case basis.

Strategies for the successful containment of COVID-19 need to be fluid and this document will be regularly reviewed and issued to staff, key customers and made available on our web site.

## **Business Continuity Actions**

Until further notice the following steps must be taken:

- Ensure that you retain enough sample bottles for a month's work
- Maintain at least ¼ of a tank of fuel in case fuel supplies are disrupted
- Conduct the PPE Questionnaire and stock take on a weekly basis to allow appropriate planning and distribution of PPE

## **Distribution & Dissemination of Information**

In order to ensure that Zeta Compliance Services Ltd can provide information to all employees, we will regularly communicate significant and mandatory updates using our business platforms and through revisions to this policy. Accessing this information is mandatory for all employees. The platforms where such information will be contained are as follows:

- Our website – <http://www.zetaservices.co.uk>: This ensures our Customers & Employees can always access the latest policy, regardless of which device being used and the applications on it.
- Our Zeta Staff Community Email – Where updates from key Staff will be distributed across the business. Where you have colleagues, who may not have access to emails, it's important that you disseminate or show them how to access such information.
- By Accessing the Zeta Services Ltd 'COVID-19 Business Update' channel on Microsoft Teams. Upon requesting access to such portal, we will approve your request so you can access such information.

By completing the questions contained within the Coronavirus Health Questionnaire, you are agreeing that you will regularly access such information. This is required to ensure that mandatory information to manage risks arising from Health & Safety are read and understood. If you have any concerns in relation to accessing such content, please contact your line manager immediately.

## Appendix 1 – Example Checklist to Employees

Your Details:	
<b>Name:</b>	
<b>Company:</b>	
<b>Contact Number:</b>	
Questions:	
<b>Are you currently having to self-isolate for any reason (symptoms, positive case etc)?</b>	<b>No</b> <b>Positive test / symptoms</b> <b>Household member positive test / symptoms</b> <b>Test and Trace contact</b>
<b>Are you happy for us to record your vaccination status?</b>	<b>Yes</b> <b>No</b>
<b>What is your current COVID-19 vaccination status?</b>	<b>Two vaccinations</b> <b>One vaccination</b> <b>Not vaccinated</b> <b>Prefer not to say</b>
<b>If you are not automatically entitled to one, would you be interested in having a vaccination for influenza?</b>	<b>Yes</b> <b>No</b>
<b>Have you got any plans to travel overseas in the next six months?</b>  <b>Please provide details of destination and dates of travel.</b>	
<b>Have you read, understood and do you agree to comply with the requirements of the latest company policy for COVID-19?</b>	
<b>Have you read, understood and do you agree to comply with the Zeta Services COVID-19 Global Risk Assessment?</b>	

## Appendix 2 – Healthcare Specific Guidance

Hospitals and healthcare remain the epicentres of the Coronavirus as they are used for treatment and isolation. This will continue to affect how you work and where you work. Following these steps is therefore crucial to maintain your health & safety, as well as the patients, staff and visitors that you work with or around.



- Patients that have tested positive for the Coronavirus or are displaying flu-like symptoms will be treated in isolation rooms or away from other patients. This is very much driven by the Hospital’s planning. Therefore, prior to starting any works, think, plan and communicate with the site contacts.
1. Ask yourself: ‘Am I working in an area that will place me at risk?’ Examples include:
    - Critical Care Units (Otherwise known as CCU).
    - Intensive Care Units (Otherwise known as ICU).
    - Ambulatory Care (Similar functions to Critical Care).
    - Isolation Rooms (Specific rooms designed to safely remove contaminated air away from the room itself, safely).
    - Temporary Coronavirus Pods – Used for assessment purposes with a high foot fall.
  2. Zeta Compliance Services have produced a company position statement advising that, at current, the risk of routine activities not being conducted is far lower than the contraction and transmission of the Coronavirus. Therefore, works in COVID-19 areas should not be conducted unless assessed and discussed with your Line Manager.
  3. In this unknown area of the Coronavirus, hospitals are taking significant and drastic actions to contain the virus. Check your visit can happen before turning up to site. If it can, and you’re on site, check the importance of carrying out activities in the areas above. Is it essential? Consult with the client, and with us.
  4. Follow signage – rooms in hospitals will be sectioned off. This is often reflected with red and amber signage. Ensure you observe any signage on the door rooms reflecting this.
    - This means that precautions and PPE are required to enter that room. This can be due to the patient having an infectious disease, or that they’re very unwell and you pose a risk to them. Think:
      - Do I need to enter this room?
      - Could I discuss with site staff and arrange a more appropriate time?
      - Do I feel comfortable with approaching such room?

5. If you're unsure about something – ask. Your health is of utmost importance to Zeta. Your role in preventing the spread the Coronavirus is significant. We'd much rather a healthy workforce than one room's temperature readings. Our clients will understand. We will understand.
  
6. Communicate with us – If you're unsure, ask your line manager. Complete your self-certification on ProntoForms. This allows us to take precautions for the workforce and you.

## The use of masks during COVID-19

In line with our company COVID-19 Risk Assessment, the use of PPE is regarded as a control measure in some circumstances. The use of masks during COVID-19 should be worn in accordance with the below.

### **IT IS IMPORTANT THAT THESE MASKS ARE DISPOSED OF CORRECTLY TO MINIMISE ANY IMPACT ON THE ENVIRONMENT**

	<p><b>3 Ply Face Mask:</b></p> <p>This should be worn:</p> <ul style="list-style-type: none"><li>• Where a client asks you to wear a mask.</li><li>• Where social distancing may be compromised, such as at a petrol station, when filling up your company vehicle.</li><li>• Where FFP2/KN95 Mask stocks are low.</li><li>• Where you feel that the use of such mask in your area of work provides you with assurance.</li></ul>
	<p><b>FFP2/KN95 or FFP3 Mask:</b></p> <p>This should be worn:</p> <ul style="list-style-type: none"><li>• On Public Transport, where this cannot be avoided.</li><li>• At our Healthcare &amp; Hospital sites</li><li>• At our Food &amp; Beverage sites.</li><li>• At our Pharmaceutical sites.</li><li>• Where required in non-COVID-19 situations (Identified through Risk Assessment).</li></ul>