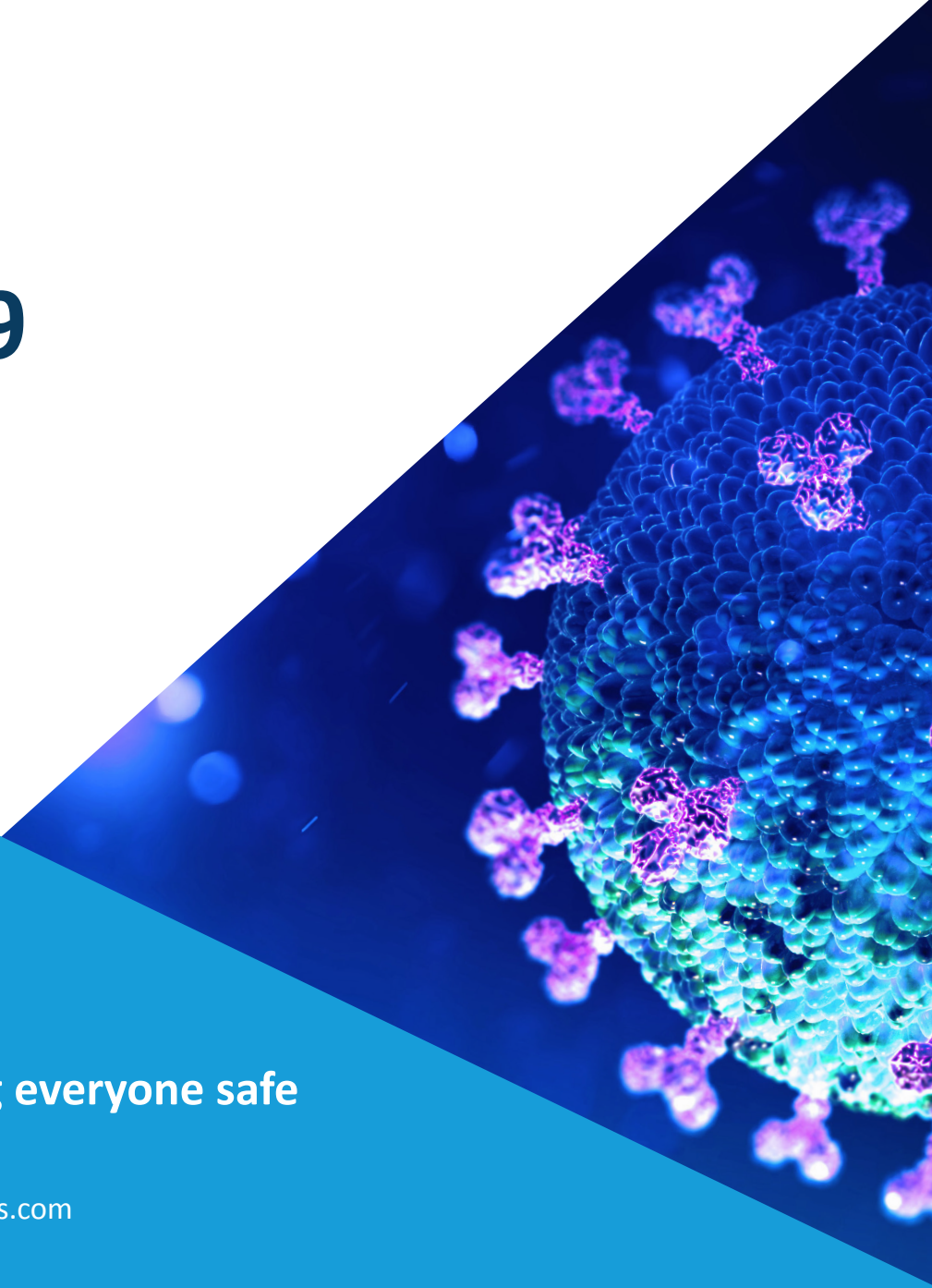




KEY
GROUP SERVICES

COVID-19 Policy



COVID-19 - Keeping everyone safe

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Key Group Services Limited are closely monitoring the situation regarding the Coronavirus (COVID-19) Pandemic. The following document details the company's response to the pandemic, in order to control the spread of the virus and its potential impact to business continuity.

Key Group Services Business Continuity Plans (BCP)

KGS has a robust disaster recovery and business continuity plan in place. We have significant investments in technology, software and infrastructure to ensure we can continue to operate the business in a variety of unexpected circumstances. Due to the current Coronavirus outbreak, we have implemented some of these tasks as outlined below:

- Business Continuity Strategy and Plans
- COVID-19 Visitor / Site Declaration Form
- Internal Communication
- External Communication
- Awareness and Training
- Remote or Rescheduled Meeting
- Working from Home
- Work and Non-Work Travel Advice
- Office and Field Provisions

COVID-19 Visitor Declaration Form

This form has been implemented to prevent the spread of novel coronavirus (COVID-19) in our community and reduce the risk of exposure to our staff and visitors. By conducting a simple screening questionnaire for all persons visiting KGS premises and for those premises we visit, it will help us take precautionary measures against potential risk.

Internal Communication

Advice on how to protect our employees is communicated through various channels to advise and provide Links to guidance and protocols as suggested by HSE, NHS, WHO and GOV.UK. Regular updates and changes are posted on the company website.

Our current business status remains unchanged and business as usual, however the health and safety of our employees, customers and visitors are our priority and we continue to monitor the situation on a daily basis.

External Communication

In the event where our employees are required to self-isolate, we have put measures in place to ensure that the business can operate and that we continue to provide our services.

KGS will continue to actively communicate where appropriate any disruptions associated with COVID-19 to our customers through email, our company website or via telephone.

Awareness and training

Awareness documents, notification, eLearning and some webinars are distributed as a mandatory requirement via our company intranet. All employees are required to acknowledge the internal documentation, learning and reporting procedure to confirm adherence to company and government guidelines.

Site Visits or Rescheduled Visits

Subject to the completion of the site declaration form, site visits can continue in a controlled manner. We encourage interaction with less personnel on site and the opportunity to gather documentation ahead of the meeting. Alternative methods such as voice conference facilities are also an option.

Working from Home

Staff whose role allows them to work from home and who are already set up for this, are able to work from home. We will continue to monitor the government guidance and respond accordingly.

Whether our staff work from home or the office, our clients will always receive the excellent service.

Office and Site Provisions

KGS have updated all office provisions with additional hand sanitise, anti-bacterial soap, wipes and tissues. We are encouraging and advising good hygiene practices for all site visits and office staff to help prevent the spread of the virus.

Work and Non-Work Travel Advice

KGS has advised employees where necessary and appropriate to use alternative method of traveling and adhere to the local travel restrictions in place. It has been reinforced to all staff that they should not undertake any non-essential business travel.

Non-work-related travel advice is communicated in line with UK government guidance. All employees have been made aware that KGS expects their staff to take appropriate precautions if they feel unwell and not attend a shared work location in such instances.

We have advised our advisors to take all necessary precautions whilst travelling. We would ask all our clients who currently have site visits scheduled to inform us if their own internal COVID-19 policy will affect our advisors accessing the site.

General Advice Numbers

Coronavirus (COVID-19) helpline:

- If you do not have symptoms and are looking for general information, a free helpline has been set up on: 0800 024 1222.

For any concerns relating to symptoms:

- In England or Wales call 111 (if available in your area) or 0845 46 47.

Please be aware that the advice and possible travel restrictions are being updated on a daily basis and our position may change in line with the official advice. Please see the link below which will lead you to the most recent updates:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

