

Shift 4 London | COVID-19 Policy

Version 2.0 | 19th Aug 2020

- Shift 4 confirm that we have complied with the government's guidance on managing the risk of COVID-19.
- Shift 4 have taken the appropriate steps, advised by government, to make sure that the workplace is COVID SECURE. This includes undertaking a full risk assessment.
- Shift 4 staff are permitted to wear the appropriate PPE during working hours as advised by Government guidelines.
- Shift 4 has a two-stage cleaning process for equipment. On return of any equipment externally to Shift 4 the equipment will be quarantined, disinfected and cleaned based on current guidelines. Once a technician has prepared the equipment, it will once again be cleaned and disinfected ready for distribution.
- All current practices will significantly increase the amount of time it takes for tasks to be completed around the workplace. We ask that you communicate any queries, additions or problems as soon as possible and understand that we will commit to those in the safest amount of time we can.
- It is important that our outlined requirements for deliveries and collections are carefully followed to allow for the safest and smoothest transaction possible.
- There shall be no admittance to our London or Manchester sites unless it has been previously approved. Communication regarding the nature of our Internal set-ups (one-way systems, accessible areas) will be specified if a visit has been approved.

- Shift 4 encourages the use of video technology for kit queries or demonstration to avoid unnecessary visits to the site.
- Shift 4 are involved with ongoing communications between industry representatives and are constantly monitoring changes in guidelines and working policy.
- We ask that anyone who is aware of someone recently diagnosed with COVID-19 that has been in contact with Shift 4, to contact and advise us as soon as possible.
- Shift 4 will commit to single worker deliveries or collections. However, there may be times when delivering or collecting heavy equipment does not allow for one person to lift an item by themselves (as outlined in Health & Safety requirements). This means, if a two-person delivery or collection is not possible, that to aid the lifting of equipment social distancing rules may need to be broken between the employee and the client, but only when necessary.



Visitors

- No visitors should enter the building if they are only returning/collecting kit. This includes couriers who are returning/collecting kit on behalf of clients.
- The only visitors permitted to enter the building will be those with authorisation to enter or for clients testing equipment.
- A visitor will need to complete a COVID-19 Risk Assessment form, which will be provided to them before making their visit to the site.
- All visitors that enter the building must wear a face covering.
- Visitors will be permitted to stay outside in our pop-up test area for testing. This will be covered with a gazebo.
- If a visitor needs to be inside for a test or weather does not allow for a test outside, we will use a room inside where possible. When a client needs to use a larger room, we will make our larger test room available to them, on the requirement that no more than 4 people can be in that room at any given time.
- Clients testing should only take the direct route towards the test room and not walk around the rest of the building unless the visitor is leaving the site.
- Visitors are advised that we cannot provide mugs, water bottles or cutlery as our kitchen is currently off limits.
- Clients testing will need to call the Kitroom staff for any additions using the provided phone/radio and should not walk around the building.
- Additions of any kit will be left outside of the test room door for clients to receive once notified that it is safe to do so by the Kitroom.



Collections from Shift 4

- Please make sure all collection requirements are communicated thoroughly and as early as possible.
- Clients collecting kit will have to call Shift 4 to notify employees of their arrival. Kit will be left outside of the shutter area or front door (depending on size) for clients to collect once they are notified it is safe to do so.
- Clients returning kit will work in the same way as the previous point. They must leave it outside the shutter if it is a large kit, or front door for smaller kits. Employees will only collect once the client has left the premises.
- If weather causes problems the shutter will be lifted to provide access to the very front of the warehouse. The dropping off and collecting of kit will work in the same way as mentioned in the above points but social distancing measures must apply.



Deliveries & Collections from External Location and Driver Behaviour

- Please make sure all delivery or collection requirements are communicated thoroughly and as early as possible.
- We ask that any guidelines that your designated delivery or collection location has are communicated so we can pass on that information to our driver.
- Drivers will contact the client or respective contact at arrival.
- For delivery, kit will be placed in a designated area and the driver will notify the client once safe to do so.
- For collections, please communicate collection requirements and location of kit thoroughly and as early as possible.
- Our drivers are permitted to wear gloves when dropping off or collecting equipment.
- Shift 4 will commit to single worker deliveries or collections. However, there may be times when delivering or collecting heavy equipment does not allow for one person to lift an item by themselves (as outlined in Health & Safety requirements). This means, if a two-person delivery or collection is not possible, that to aid the lifting of equipment social distancing rules may need to be broken between the employee and the client, but only when absolutely necessary.

