**Touchstar and the Covid-19 Practises**

From 9th March 2020, when it became clear that the country was facing a pandemic, the Touchstar Management Team set out a plan of measures to reduce the impact to our operations whilst maintaining full support to our customers. As it stands, we have a Covid-19 policy that addresses the ongoing operations in what we believe is an effective manner.

The policy has allowed for non-disruptive support and services to all customers. **Touchstar uptime has and continues to be 100%.** Self-Isolation continues to be strictly adhered too.

As a Technical development company, we are well placed to adapt to this situation. Prior to the Covid-19 pandemic, around 70% of our employees already practised working from home, some full time and some 1-2 days a week. This practise has now been extended to 80% of employees rotating home and office-based location to carry out their work. We envisage this practice to continue for employees for several months at least. The business has operated like this since March 9th and has been very effective.

**Building Access**

Access and Exit to the building are via the main reception door. For all staff and visitors’ access to the 1st floor is via the single staircase. As the staircase has multiple turns, thereby restricting visibility, then before either ascending or descending the stairs staff and visitors vocally say, ‘Coming Up’ or ‘Coming Down’. If anyone is on the staircase and you hear this, they will make their presence known to the other person. This eliminates meeting in the confinements of the staircase.

Everyone entering the building has their temperature taken via a non-contact temperature gun. Anyone with a high temperature or Covid symptoms will be sent home under the government guide lines.

**Office Visits and work rotation**

Each employee that comes into the office must practice the 2-metre distancing rule. In the repair centre each operative has a minimum of 3 square metres of personal space. This distancing is practised throughout the office. In addition, Perspex screens have been strategically placed to separate work/desk areas.

Each employee has their own personal hand sanitiser and disinfectant wipes to allow regular hand cleansing and work surface area cleaning.

Employee public areas, such as rest rooms and kitchens are also regularly cleansed with disinfectant wipes.

All staff, leaving personal areas to visit public spaces, ie. Toilets and Kitchen areas practise a ‘one in, one out’ system. Upon leaving these areas, staff wash their hands and return to their working area. Work areas are personally cleaned by the employee with their personal supply of disinfectant wipes.

Employees request re-order from purchasing department of both their sanitiser and wipes when they are down to 30% level.

Individual face masks are not required, but this may change should Government advice on this matter be revised. Touchstar have already made provision for this eventuality, with a stock holding of face masks and can be readily issued, particularly for staff visiting customers premises.

**Non-employee visits**

Couriers do not come into any contact with the personnel. All deliveries to the offices are placed on a delivery trolley in the non-occupied Foyer of the building. These deliveries are left for 24 hours before booking in and distributing to either office personnel or the support team.

Customer and supplier visits, should these arise, also obey the entry and exit routes of the building and always observe the 2-metre distancing rule. The meeting room will support 4 people comfortably and should larger meetings take place we can utilise an open area of the office. Wherever possible meetings will be kept to a maximum of 4 people. Sanitise is located in the meeting room.

**Employees accessing 3rd party and customer sites, locations and vehicles**

All Touchstar employees attending 3rd party sites operate using caution and social distancing and follow clear cleansing practise guidelines.

For Engineering visits, each Touchstar engineer is provided with:

Disposable gloves

Disinfectant wipes

Hand sanitisers

Engineers must and will put on disposable gloves upon arriving at site, prior to entering the building.

Any form filling to be carried out by the customer to minimise unnecessary touch wherever possible.

Prior to working on infrastructure or vehicles the engineer will and must wipe down the areas of touch with disinfectant wipes.

Once all works are completed, the engineer will and must wipe down the areas of touch with disinfectant wipes.

Upon leaving site the engineer will remove gloves and dispose of them in a waste bag in his vehicle

At all times, the engineer will adhere to the 2-metre safe distancing government regulation.

**Duty of Care for employee and customers**

We are a business who takes its responsibilities seriously, and with regard to the Covid-19 issue, we will continue to closely monitor and implement the guidance provided by the Government as it changes on a day by day basis.

Touchstar Management Team

May 2020