

## OPERATION PARMA – XQUISITE PRODUCTIONS - PREVENTION AND PROTECTION

### OVERVIEW

1. Following the global outbreak of Coronavirus (COVID-19) Xquisite Productions initiated the contingency plan 'Operation PARMA'. The purpose of Op PARMA was to protect all employees, contractors, clients and suppliers whilst reducing risk and enabling operations to continue as effectively as possible. With the lock-down restrictions being lifted, ways of working adjustments have taken place and specific employee and visitors guidance issued. The below outlines key actions taken in terms of protocol and mitigation; a risk assessment is provided at Annex A to this document.

### PREVENTATIVE MEASURES & COMMUNICATION POLICY

2. All information relating to COVID-19 will be from validated sources only (HM Government and Public Health England) in order to mitigate against dis-information. All employees have been formally written to and signage has been displayed throughout the work environment. The Director of Operations and Managing Director are reviewing the situation daily on COVID-19 and ensuring updated government advice is disseminated and implemented where required.

3. The following procedures have been implemented:

- a. **Handwash Station.** Additional hand wash stations have been established and fully supplied with hand sanitiser. This will be regularly checked and stocked. All staff should ensure their hands are washed thoroughly and regularly in accordance with government guidelines.
- b. **Office Cleanliness.** The frequency of out of hours cleaners have been increased and staff should ensure their areas are always kept clean. Where additional cleaning is required, teams will be deployed accordingly. Focus will be on all potentially contaminated high-contact areas such as toilets, door handles, telephones etc.
- c. **Increased Vigilance.** Managers will be trained on how to spot symptoms of coronavirus and are clear on any immediate action procedures in case someone in the workplace develops the virus. All staff should be observant, COVID-19 presents with flu-like symptoms including coughing, difficult breathing and a fever.
- d. **Emergency Contacts Reviewed.** All employee's emergency contact numbers for NOK etc. will be confirmed as up to date.
- e. **Vulnerable Staff.** Any staff identified as vulnerable or with vulnerable co-habitation situations will be supported by the company. WFH options are enabled where possible.
- f. **Precautions.** All staff are to be advised, in accordance with Public Health England (PHE) guidelines that the following precautions be taken to help prevent people from catching and spreading COVID-19:
  - PPE will be provided and should be worn at all times in the workspace.
  - All personnel to maintain the 2m spacing rule at all times.
  - No communal areas should be used for group activities.
  - Lunch, Meetings, etc. must not take place collectively or in a group environment. Technology should be used to assist where possible.
  - Put used tissues in the bin straight away.
  - Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.
  - Clean and disinfect frequently touched objects and surfaces.

- g. **International & Domestic Travel.** All international projects have been suspended or postponed accordingly. Domestic travel will be kept to a minimum and business critical activity only is to take place.
- h. **External Visitors.** We are not accepting visitors to our offices our workshop unless business critical. Video conferencing or phone calls are the preferred method of contact. No on-site interviews will take place and we will be proceeding with video interviews instead. Where mission critical visitors/deliveries are required, contactless drops will be enabled. Approval for visitors is retained by the Director of Operations or Managing Director only.
- i. **Receipt of Goods In.** Receipt of goods must be with gloved hands and frequent hand washing by goods-in staff should be applied. Parcels should be wiped down to ensure sanitise goods are entering the site. All staff must immediately refrain from having personal parcels delivered to the workplace. **All personal post must no longer be directed to the site.**
- j. **Communications.** Op PARMA will operate a two-way cascade system in the event of an incident. A dedicated WhatsApp Group has been created for the Management Team and daily reviews are taking place between the SLT. Where required, further memos to all staff will be issued. There is also the ability to conduct a full broadcast to all staff via SMS in emergency situations.
- k. **Transparency and Re-assurance.** The usual sick leave and pay entitlements apply if someone has coronavirus. All staff should let their line manager know as soon as possible if they are not able to go to work. The government has stated that an employee or worker who is to self-isolate will receive any Statutory Sick Pay (SSP) due to them.

#### IMMEDIATE ACTION PROCEDURE

4. A member of staff or visitor becomes unwell and believes they may have been exposed to COVID-19.

If someone becomes unwell in the workplace, the unwell person should be calmly removed to the training room and suitable reassurance given. The window should be opened in the room for ventilation. A member of senior management must be informed immediately who will initiate an internal lock-down. Post event the site will be subject to deep cleaning and contact tracing will take place.

If the member of staff is operating off site, then decisions will be made by the Senior Management Team on a case-by-case basis, with primary concern being the staff member and prevention of wider contamination. Advice will be sought from the governments Health Protection Team (HPT). It is highly likely that the event will be cancelled and subject to deep cleaning etc.

The individual who is unwell should call NHS 111 from their mobile, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms.

Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain in isolation in the training room if in the office, if external the vehicle should be cleared, or a specific area identified. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow.

If they need to go to the bathroom whilst waiting for medical assistance, the visitor's toilet in the offices will be allocated, and this will be locked down after. If off site, suitable provisions should be provided by the venue. If the case is confirmed as COVID-19 the Health Protection Team will provide further assistance to the Senior Staff in identifying contacts etc.

**ANNEX A: COVID-19 RISK ASSESSMENT**

<b>Topic</b>	<b>Who is at Risk?</b>	<b>Mitigation</b>	<b>Additional Control Measures</b>	<b>Risk Owner / Actions</b>
<i>Handwashing</i>	<p>All Xquisite Staff</p> <p>Cleaners, Contractors and visitors to site</p> <p>Any individual that may come into contact with Xquisite Staff – including – vulnerable groups and those with existing underlying health conditions.</p>	<ul style="list-style-type: none"> <li>• Hand washing facilities with soap and hot water provided at all sanitary facilities.</li> <li>• Stringent hand washing taking place in line with government and NHS advice.</li> <li>• Disposable paper towels available at all sanitary facilities, replenished daily</li> <li>• Hand washing guidance displayed</li> <li>• Gel sanitizers in strategic locations throughout the business.</li> <li>• All staff informed about requirement to regular and effectively wash hands.</li> <li>• Pictorial and video of hand washing available at <a href="https://www.nhs.uk/livewell/healthy-body/best-way-towash-your-hands/">https://www.nhs.uk/livewell/healthy-body/best-way-towash-your-hands/</a></li> </ul>	<p>The COVID-19 situation is monitored on a daily basis. Relevant information is distributed to management.</p> <p>Where appropriate the necessary actions will be implemented immediately or at the earliest opportunity.</p> <p><a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p> <p><a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p>	<p>Manging Director and Director of Operations</p> <p>– Ongoing, under daily review.</p>
<i>Site Cleaning</i>	<p>All Xquisite Staff</p> <p>Cleaners, Contractors and visitors to site</p> <p>Any individual that may come into contact with Xquisite Staff – including - vulnerable groups and those with existing underlying health conditions.</p>	<ul style="list-style-type: none"> <li>• Increase in out of hours contractor cleaners.</li> <li>• Frequently cleaning and disinfecting objects and surfaces where practicable.</li> <li>• Particular attention should be paid to area with high use - particularly door handles, light switches, keys, paperwork (where not reduced entirely), phones.</li> </ul>	<ul style="list-style-type: none"> <li>• All personnel to be reminded daily in clearing desk, emptying of bins and keeping areas as clean as possible.</li> <li>• Warehouse to be fully cleaned in line with end of day procedures.</li> <li>• Checks by management for adherence.</li> <li>• If using contract cleaners, ensure they adhering to company policy and current regulation/guidelines.</li> </ul>	<p>Manging Director and Director of Operations, Fleet &amp; Logistics Manager</p> <p>– Ongoing, under daily review.</p>



Vehicle Cleaning	All Xquisite Staff using pooled company vehicles.	<ul style="list-style-type: none"> <li>Minimising all non-essential travel.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Where frequent shared journeys are required, staff should identify a travel partner and ensure the vehicle is well ventilated.</li> <li>Cleaning shared vehicles on completion of work detail. Drivers are always reminded to keep their fleet tidy and disinfect using the correct products.</li> </ul>	Director of Operations, Fleet & Logistics Manager  – Ongoing, under daily review.
Social Distancing	All Xquisite Staff  Cleaners, Contractors and visitors to site  Any individual that may come into contact with Xquisite Staff – including - vulnerable groups and those with existing underlying health conditions.	<ul style="list-style-type: none"> <li>Reducing the number of persons in any work area whether at our own site or client site to comply <b>with the 2-metre</b> gap recommended by the NHS.</li> <li>Floor markings applied in our own sites to assist.</li> <li>Introducing procedures to review work schedules including start &amp; finish times/shift patterns, working from home where possible.</li> <li>Reduce the number of workers on site.</li> <li>Reduce where practicable inbound freight.</li> <li>Use of digital platforms to reduce interaction.</li> <li>Temporary restriction for communal areas e.g. Kitchen, Smoking area etc.</li> </ul>	<ul style="list-style-type: none"> <li>Checks by management for adherence.</li> <li>Signage displayed throughout the site.</li> <li>Any visitor briefed in advance of arrival to site.</li> </ul>	All Management  – Ongoing, under daily review.
Wearing of PPE	All Xquisite Staff	<ul style="list-style-type: none"> <li>Latex gloves are supplied to all staff.</li> <li>Masks supplied to all staff in fulfilment.</li> <li>Staff instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</li> <li>Staff can be issued with visors for those whose contact would contravene the 2m social distance guidance.</li> </ul>	<ul style="list-style-type: none"> <li>Checks by management for adherence.</li> <li>Buddy-Buddy System (Pairing)</li> <li>Signage Displayed.</li> </ul>	All Management  – Ongoing, under daily review.



Mental Health	All Xquisite Staff	<ul style="list-style-type: none"><li>• The management team will provide support where practicable regarding mental health &amp; wellbeing to all staff.</li><li>• A culture of openness and trust is encouraged and sign posting to professional services will be made available.</li></ul>	<ul style="list-style-type: none"><li>• Management will communicate regularly with remote working staff.</li></ul>	All Management – Ongoing, under daily review.
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