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Reviewed by	NE, Iain R	Changes from Issue 2	Policy rewritten to consider Kersia COVID-19 policies, provision of PPE for field teams visiting customers and easing of Government lockdown requirements

## COVID-19 Policy – Customer focus

Holchem will observe best practices with respect to the control of COVID-19 as advised by the Government or other international agencies at the time. Holchem will also keep abreast of any hazards and risks associated with COVID-19 that might be associated with the supply of our products and services.

Holchem recognise that the maintenance of a robust food supply chain is critical and that all food manufacturing sites are likely to remain in production. Throughout the COVID-19 outbreak Holchem are determined, therefore: -

- To maintain a supply of suitable chemicals for the cleaning and decontamination of surfaces and hands
- To ensure the supply of key services to food manufacturers to facilitate the maintenance of hygienic conditions

Whilst we intend to keep a stock of products to be available for our customers, we recognise that some products, particularly 60% alcohol hand rubs, will be globally in short supply. We have, therefore, developed a range of alternative hand hygiene and disinfectant products which meet the requirements of the European Virucidal Disinfectant Test (EN 14476) for claims against enveloped viruses.

The gradual lifting of lock-down procedures by the government will likely lead to our customers beginning to ask for additional business critical engineering, technical and other support visits. Holchem will endeavour to meet this service provision, with due regard to customer and Holchem COVID-19 risk assessments.

Specifically: -

1. We recognise that there may be a short supply of materials for which there is a global demand, particularly >60% alcohol hand gels.
2. We are endeavouring to provide alternative products to those likely to be subject to global demand, which will match the benefits of the original product as closely as possible.
3. We have a flexible and robust supply chain and are working with our suppliers to ensure our material requests are met.
4. Whilst we recognise that enveloped viruses such as SARS-CoV-2 are the least resistant to disinfection of all microorganisms, we will endeavour to test our disinfectants and hand hygiene products that are not EN14476 approved against Vaccinia (to make claims against enveloped viruses) and any widely acceptable SARS-CoV-2 surrogate.
5. We recognise that there are likely to be additional demands for some of our hand hygiene and disinfectant products as the COVID-19 epidemic escalates. As such, we will increase the production of key chemicals, raw materials notwithstanding, to provide a stock buffer. Additional storage capacity has been procured to facilitate this.
6. Currently we believe there is no possibility of the carriage of the virus in our products.
7. We also believe that the carriage of the virus on external surfaces of our products or packaging is of a very low risk and is of no difference to any other goods supplied (by others) to our customers.

8. We recognise that the maintenance of the food supply chain is critical and that all food manufacturing sites are likely to remain in production. We are also aware that travel to our customer sites may be restricted by our customers, and by ourselves if this is deemed unnecessary, or where alternative methods of communication could be used.
  - In terms of visits priorities, we will aim to always undertake the following
    - Delivering chemicals
    - Engineering breakdowns
    - Problem solving, particularly pathogen or allergen incidents
  - As requested by the customer
    - Training courses at customer sites
    - Service audits and checks as part of your Structured Site Service Plan
  - Undertaken by other means (phone, video conference, e-mail etc.)
    - General commercial or technical advice
    - Review meetings
9. Similarly, as food service and hospitality operations begin to re-open, we also aim to provide them with the same services as in point 8.
10. Gloves, face coverings, wipes and hand hygiene products are available for all Holchem staff visiting customers.
11. Holchem staff visiting customers are advised to take notice of the requirements of customer's COVID-19 Risk Assessments.
12. Similarly, Holchem customers are requested to take notice of the requirements of Holchem's COVID-19 Risk Assessments.
13. We have instructed all of our drivers and field team not to travel to customer sites if they are known to have COVID-19, have been in close contact with COVID-19 cases within 14 days or have the symptoms of the disease (continuous new cough, fever/temperature or a loss or change of sense of smell or taste).
14. We have also instructed our drivers and field teams that if they do not feel safe with the provisions provided for them at customer sites for the control of COVID-19, they may refuse to undertake their required tasks until such time as safe provisions are provided.
15. This policy will be updated as the COVID-19 situation develops and/or as new guidance emerges.