

COVID-19 Policy – Customer focus	Date of issue: 16.4.2021	Issue Status 6	Page 1 of 2
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Reviewed by	NE, Iain R	Changes from Issue 5	Policy rewritten to consider the COVID-19 post third wave situation

## 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

The early pressures on product supply during the first COVID-19 wave (e.g. the availability of 60% alcohol) have now been solved by additional production or the formulation of alternative products, though we are still conscious of potential supply issues and intend to keep a stock of products to be available for our customers. Whilst we have made all necessary provisions for Brexit, we also recognise that there may be problems with the international movement of raw materials and finished products during the early stages of the implementation of the post-Brexit regulations.

We recognise that whilst the country is moving out of a lockdown situation following the COVID-19 third wave, the pandemic is a constantly moving situation and will be with us for many months/years. As such, there may be further waves, or tiered local control approaches and national lockdowns. Following the gradual lifting of such lock-down procedures by the government, our customers will likely 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.

We also recognise that post the third wave, the level of COVID-19 cases in the community will remain high and as such, the likely prevalence of COVID-19 cases within our customer sites when Holchem staff undertake site visits, is likely to be higher. Under such circumstances we may ask our customers, therefore, for additional measures to protect Holchem field staff, such as drivers remaining in their cabs or arranging visits for field staff during the hygiene window or at weekends and/or moving equipment to be services to unpopulated areas.

Specifically: -

1. Currently we still believe there is no possibility of the carriage of coronaviruses in our products.
2. We also believe that the carriage of coronaviruses 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.
3. We recognise that the pandemic is a constantly moving situation, and there may be further waves, locally tiered control approaches and national lockdowns. During lock-downs, drivers and other field-based staff are only making essential visits to customer sites. Visits to customers, subject to customer and Holchem approved risk assessments, will be to: -
  - Deliver chemicals
  - Ensure the functioning of chemical storage, dosing and application systems that are critical to food safety
  - Help in troubleshooting operations if customers are having food safety hazard incidents, such as Listeria

As areas of the country move out of lock-down or higher tiers, additional services could be undertaken such as: -

- Help in establishing hygiene management systems that are critical to food safety, when such help cannot be undertaken from home-based working
- Maintain key, business critical, elements of service plans
- Undertake new site surveys

Undertaken by other means (phone, video conference, e-mail etc.)

- General commercial or technical advice
  - Review meetings
  - Training courses. All of our traditional face-to-face courses are available virtually
4. Similarly, as food service and hospitality operations begin to re-open following any tier or national lockdowns, we also aim to provide them with the same services as in point 8.
  5. Gloves, face coverings, wipes and hand hygiene products are available for all Holchem staff visiting customers.
  6. Holchem staff visiting customers are advised to take notice of the requirements of customer's COVID-19 Risk Assessments.
  7. Similarly, Holchem customers are requested to take notice of the requirements of Holchem's COVID-19 Risk Assessments.
  8. 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 10 days or have the symptoms of the disease (continuous new cough, fever/temperature or a loss or change of sense of smell or taste).
  9. 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.
  10. This policy will be updated as the COVID-19 situation develops and/or as new guidance emerges.