

Pandemic Policy

Scope of the Business

This policy covers the scope of all Kings Solutions Group Companies (Kings) including;

- Kings Security Systems T/A Kings Secure Technologies
- Silver UK Ltd T/A Silver Group
- Cougar Monitoring Ltd
- Quidvis Ltd

Introduction

A pandemic is the worldwide spread of a disease. The World Health Organisation (WHO) declared Novel Coronavirus (2019-nCoV) as a pandemic in 2020. The last influenza pandemic was declared by WHO in 2009

This policy is in reference to any type of pandemic outbreak.

Influenza is an acute viral infection of the respiratory tract usually characterised by;

- the sudden onset of fever
- chills
- headache
- extreme fatigue.

The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Recovery commonly takes 7 days in otherwise healthy individuals, although existing conditions can complicate the recovery process. Older people and those with underlying health conditions such as bronchitis are most at risk of serious illness.

Purpose and Scope

The purpose of this policy is to define how Kings Solutions Group Limited (“Kings”) respond to and manage a pandemic outbreak. The policy addresses frontline and non-frontline staff impacts and requirements. The policy addresses advised national planning for the reasonable worst case scenario.

The reasonable worst case scenario is based on the following:

- 80-85% of the population infected, with 50% ill
- Of which, 10-25% experience complications
- Absence rates might reach 30-35% at the peak of the pandemic (with an average absence of 7 working days – accounting for parents taking leave to care for children)

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Impact of an unmitigated pandemic

Absences of up to 50% of departmental staff have been considered as part of the business impact analysis and risk assessment process. Those departments with high residual risk ratings on the risk register (ISF02) have risk treatment plans in place to cross train with other departments.

When absence figures hit 30%, additional measures will be implemented amongst senior management to monitor the situation. When absence figures reach 50% the Business Continuity Plan will be invoked. Stand Down will be triggered when absences lower to 30% or less.

The impact for non-frontline staff would be increased work load whilst covering for other team members, delays in responding to customer enquiries, processing and administration delays.

A reduction in frontline staff would impact customers directly with a delay in service provision.

Kings Commitment

During a pandemic Kings recognises the additional duty of care it has and will ensure we;

- Maintain compliance to the requirements of the Health & Safety at Work Act and associated Regulations whilst taking into account biological hazards
- Continue to provide safe and healthy working conditions to all our employees, subcontractors, clients and visitors whilst making workplace amendments as needed to protect everyone from the virus
- Provide sufficient resources to monitor and support the continuing effectiveness of our occupational health, safety and welfare management system which includes COVID secure measures
- Provide sufficient information, instruction, training and supervision to ensure ongoing compliance to COVID management and that all persons are aware of the dangers of COVID 19 and how to protect themselves
- This policy and associated management systems are continually monitored, reviewed and communicated to ensure COVID systems remain effective and are known by everyone
- Enhance welfare arrangements to ensure good hygiene levels are maintained at all times for all personnel
- Provide any additional equipment and PPE at no cost to personnel, as required to ensure the safety and welfare of all who may be affected by our operations
- Arrangements are in place for the safe use and maintenance of all plant / machinery and equipment that is used by our employees
- Provide the means for continued consultation with all members of staff on any occupational health, safety and welfare related matters
- Ensure an effective reporting system is in place for reporting incidents and rectifying these in a timely manner.
- Implement arrangements so that everyone understands what to do in the event of a major incident including potential or confirmed cases of COVID 19

Kings Solutions Group Ltd, 4 St Dunstons Technology Park, Bradford, West Yorkshire BD4 7HH

Tel: 0330 678 0635 Email: info@kingsltd.co.uk Web: www.kingsltd.co.uk

Company Registration No: 07706703

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Response to a pandemic

Whilst Kings cannot mandate that employees have their Covid vaccinations, we will however encourage those that can, should do so for their own wellbeing. All employees are encouraged to have an annual flu jab. The company will reimburse the cost of this through expenses on proof of receipt.

Where a pandemic is confirmed resulting in 48+ hours of operational impact to frontline staff provisions, the Business Continuity Plan will be invoked, with guidance sought from the master plan (BCP21) and government updates and guidelines.

Considering the most current and available government guidance a memo will be issued to all employees notifying the company's stance and plan. This may involve advising any employees with symptoms or illness within the household to stay at home until the incubation period has passed (as recommended by current government guidelines), such social distance measures are likely to decrease the spread of infection.

Priority one activities will be prioritised with lower priority activities reduced or temporarily suspended.

Holidays and training scheduled will be suspended (where possible).

Where possible, members of the management team will move to assist on the frontline.

Interested parties will be contacted as appropriate, in line with guidance from the Business Continuity Plan (BCP21).

The day to day response to changing absence levels will be monitored daily by the Incident Management Team (IMT) considering:

- Company gross absence levels
- Local clusters of absence
- Number of affected and absence rates

Regular communication with interested parties will be maintained, and it is recognised within the policy that any pandemic would be nationwide, possibly impacting commuting and access to customer premises, so regular communication is key.

A handwritten signature in black ink, appearing to read 'Bob Forsyth', is positioned above the name and title.

Bob Forsyth
Chief Executive Officer