

Insights Learning & Development Limited and its
subsidiaries (“Insights”)

Guidance—Coronavirus (COVID-19) safety—face to face
delivery of Insights Discovery workshops and events

1 Introduction

- 1.1 This Guidance sets out an overview of the Insights group of companies' temporary arrangements for primarily ensuring Practitioners and Participants attending Insights Discovery workshops and events stay healthy and safe while they are working in Insights offices and/or other similar venues during the coronavirus (or COVID-19) pandemic. It also provides general guidance to all Insights employees and contractors on face to face meetings. It supplements, but does not replace, any local guidance on coronavirus, and must be applied in that context. It is based on current best practice in the UK, and WHO guidelines, and is as far as has been possible, drafted as a generic outline of the key issues to be considered wherever a meeting is taking place. It is intended to supplement, NOT substitute for applying common sense to each meeting, and by definition cannot provide watertight processes or procedures covering every circumstance you may encounter. To that end, please remember that all parties engaging in direct personal contact have a duty of care to others and themselves, and must ultimately take personal ownership when deciding whether or not to have a face to face meeting.
- 1.2 This guidance does not form part of any contract of employment or other agreement and Insights may amend it at any time.
- 1.3 This guidance applies to all Insights employees and contractors, including Associate Consultants, involved in the delivery and facilitation of Insights Discovery workshops or events.
- 1.4 The risk of coronavirus infection increases the closer you are to another person with the virus, and the amount of time you spend in close contact with them. Evidence suggests that the virus can exist for up to 72 hours on surfaces. For this reason, the World Health Organisation currently recommends trying to keep two metres away from people outside your household as a precaution. Current government guidance around the globe also recommends:
- 1.4.1 keeping your hands and face as clean as possible;
 - 1.4.2 working from home if you can;
 - 1.4.3 avoiding being face-to-face with people if they are outside your household;
 - 1.4.4 reducing the number of people you spend time with in a work setting;
 - 1.4.5 avoiding crowds;
 - 1.4.6 thinking about how and when you travel;
 - 1.4.7 washing your clothes regularly;
 - 1.4.8 keeping indoor places well-ventilated; and
 - 1.4.9 wearing a face covering in an enclosed space where social distancing is not possible and where you will come into contact with people you do not normally meet.
- 1.5 The guidance is updated frequently. We strongly recommend that all Insights employees and contractors familiarise themselves with the guidance on local government websites and check regularly for updates. We will

also issue updates to Insights Practitioners, typically by email, if changes to the government guidance affect this guidance.

2 Health and safety risk assessment

- 2.1 Insights is carrying out a Coronavirus health and safety risk assessment in consultation with Insights' health and safety representatives and employees. Insights will continue to ensure that those representatives and employees are involved in the development and review of this guidance as circumstances change during the coronavirus pandemic.
- 2.2 Insights has updated its Health and Safety Risk Assessment to reflect the Coronavirus/COVID-19 situation, to identify the risks to the delivery of Insights Discovery workshops or events and to ensure that we do everything reasonably practicable to minimise them. Those elements of the Health and Safety Risk Assessment, relating to Coronavirus/COVID-19 are available on request'
- 2.3 The Coronavirus risk assessment will be regularly reviewed during the pandemic.

3 Who should return to delivering Insights Discovery workshops or events

- 3.1 Before asking you to deliver an Insights Discovery workshop or event, Insights will take into account:
 - 3.1.1 whether you are considered clinically extremely vulnerable (in which case you may be shielding), because you have a specific underlying health condition that makes you extremely vulnerable to severe illness if you contract coronavirus;
 - 3.1.2 whether you are considered clinically vulnerable, i.e. at increased risk from coronavirus, e.g. because you have an underlying health condition;
 - 3.1.3 whether you live with someone who is considered clinically extremely vulnerable;
 - 3.1.4 the nature of the commute or travel to the workshop or event, in particular whether you rely on public transport, or whether it is possible for you to walk or cycle;
 - 3.1.5 any protected characteristic that may increase the level of risk, e.g. age or disability, or other factors such as pregnancy;
- 3.2 Please make sure you inform your Manager or the HR department of any relevant factors such as your home circumstances, if you are clinically vulnerable or clinically extremely vulnerable, or if there is anything else we might need to take into account. We can only take these matters into account if we are aware of them.
- 3.3 You will be notified whether you have been assessed as being fit to deliver, unless one of the matters referred to in paragraph 3.1 applies, in which case we will not ask you to undertake face to face facilitation;
- 3.4 If you disagree with Insights' assessment of whether you should, or should not, deliver Insights Discovery workshops or events, you should ask your Manager or the HR department to reconsider, giving your reasons.

4 Training and communication

- 4.1 Insights is committed to ensuring all Insights employees and consultants are competent to do their tasks in accordance with this guidance and the Face to Face Safety Plan set out in the appendix, and will provide adequate online training and supervision to enable them to do so.
- 4.2 Insights will communicate this guidance to its employees, and contractors, Insights Practitioner community, Associate Consultants, clients and other stakeholders by means of the intranet, Connections and via email. Copies of this guidance will be made available to all Insights Practitioners and others where appropriate or on request.

5 Reporting concerns and dealing with breaches

- 5.1 Staff are encouraged to make further suggestions in relation to the Face to Face Delivery Safety Plan set out in the appendix. If you have a suggestion, you should contact your Manager or People Team Partner.
- 5.2 Insights is fully committed to the highest possible standards of openness, honesty and accountability, particularly in relation to the Face to Face Delivery Safety Plan. In line with that commitment, and in accordance with our approach to Health & Safety generally, Insights actively encourages any Insights employee or contractor who is concerned that the Face to Face Delivery Safety Plan set out in the appendix is not being complied with to report their concerns to their Manager or legal@insights.com.
- 5.3 Insights considers this guidance to be extremely important, given that it concerns measures to try to minimise the risk of both Insights employees and contractors and workshop or event participants contracting what is a potentially life-threatening virus. Any breach of the Face to Face Delivery Safety Plan set out in the appendix will be dealt with under Insights Practitioner Code of Conduct, the terms of any Associate Consultant Agreement or through Insights' disciplinary procedure as applicable. In certain circumstances, breach of this guidance may be considered gross misconduct and may result in immediate termination of employment or Associate Consultant Agreement without notice or payment in lieu of notice.

THE APPENDIX FACE TO FACE DELIVERY SAFETY PLAN

Current guidance is that we should maintain two-metre social distancing wherever possible. In light of the coronavirus risk assessment, we have identified the following steps to try to ensure social distancing within the workplace and at Insights events. Note that it is important that in relation to any events which are taking place at a client or third party venue (e.g., hotel) you should obtain a Safety Plan from the venue provider and be satisfied that its terms provide a safe meeting environment :

1 Provision of materials (including profiles to participants)

- 1.1 Delivery where practicable at least 72 hours before event and not less than 48 hours before

2 Social distancing at workshops or events

- 2.1 Stage start and finish times so as to avoid busy commuter times on public transport;
- 2.2 Provide additional car parking and bike rack facilities where possible at Insights offices;
- 2.3 limiting participants to no more than two square metres of each other;
- 2.4 additional storage for workers' clothes and bags;
- 2.5 introducing one-way flow at entry and exit points, and throughout the venue;
- 2.6 temporarily suspending any touch-based entry system;
- 2.7 using additional floor signage at entry/exit points and in corridors, staircases, or other common areas, to indicate direction of flow and two metre distancing;
- 2.8 providing handwashing facilities or hand sanitiser at entry and exit points;
- 2.9 reviewing venue layouts to allow people to be spaced further apart from each other
- 2.10 other additional steps such as avoiding sharing pens, objects etc, holding meetings outdoors or in well-ventilated rooms;
- 2.11 using safe outside areas for breaks;
- 2.12 replacing staff canteen with packaged meals and/or encouraging workers to bring their own lunches;
- 2.13 reconfiguring seating and tables in common areas;
- 2.14 encouraging participants and Facilitators to remain on-site and to maintain social distancing while off-site;
- 2.15 regulating common use facility areas to reduce concurrent usage where possible;

- 2.16 encouraging storage of personal items and clothing in personal storage spaces;
- 2.17 working with venue suppliers and clients to ensure consistency in common areas;
- 2.18 maintaining participant records including relevant contact details;
- 2.19 reviewing arrangements, e.g. use of pens to sign in, provision and return of passes and lanyards;
- 2.20 ensuring clear signage, reviewing entry and exit points;

3 Travel

- 3.1 minimising the number of people travelling together in any one vehicle;
- 3.2 where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines;

4 Cleaning and hygiene

- 4.1 assessing cleanliness of venues, and carrying out additional cleaning where needed or gain assurance of same from venue suppliers;
- 4.2 ensuring adequate stocks of soap, hand sanitiser and other cleaning products;
- 4.3 checking heating, ventilation and air conditioning systems;
- 4.4 where possible, using natural ventilation (e.g. opening windows);
- 4.5 frequent cleaning of work areas and equipment between uses;
- 4.6 frequent cleaning of objects and surfaces that are touched regularly, e.g. door handles, pens, card games or other materials;
- 4.7 making sure there are adequate refuse waste arrangements;
- 4.8 ensuring spaces are cleared and waste and belongings are removed from the venue at the end of the day;
- 4.9 limiting or restricting use of high-touch items and equipment, e.g. printers or whiteboards;
- 4.10 providing regular reminders and signage to maintain personal hygiene standards, e.g. good handwashing technique, the need to increase handwashing frequency, to avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available;
- 4.11 providing hand sanitiser in office areas, meeting rooms and common areas;
- 4.12 setting clear use and cleaning guidance for toilets;

- 4.13 providing hand drying facilities, i.e. paper towels or electrical driers;
- 4.14 providing more waste facilities and more frequent waste collection;
- 4.15 clear use and cleaning guidance for showers, lockers and changing rooms;
- 4.16 enhanced cleaning of toilet, shower and other facilities regularly during the day and at the end of the day;
- 4.17 introducing cleaning procedures for supplies entering the site;

5 Personal protective equipment (PPE) and face coverings

- 5.1 in accordance with government guidance, we do not consider the use of PPE beneficial;
- 5.2 we do not require you to use a face covering or mask while working in the office; you may of course use one if you wish;
- 5.3 if you use a face covering:
 - 5.3.1 wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting it on, and after removing it;
 - 5.3.2 avoid touching your face or face covering, as you could contaminate them with germs from your hands;
 - 5.3.3 change your face covering if it becomes damp or if you've touched it;
 - 5.3.4 continue to wash your hands regularly;
 - 5.3.5 change and wash your face covering daily;
 - 5.3.6 if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.

6 If a Facilitator or participant develops symptoms during a workshop or event

- 6.1 If someone develops symptoms (i.e. a new, continuous cough or a high temperature) while you are at a workshop or event, you must:
 - 6.1.1 inform the Facilitator or the organiser of the workshop or event] immediately (using your mobile phone if possible) and go home quickly and directly; if you have to use public transport, try to keep away from other people;
 - 6.1.2 avoid touching anything;
 - 6.1.3 cough or sneeze into a tissue and put it in a bin, or if you do not have tissues, cough and sneeze into the crook of your elbow;

- 6.1.4 use a separate bathroom from others, if possible;
- 6.1.5 self-isolate for seven days; anyone else in your household must self-isolate for 14 days and, if they start to display symptoms, for a further seven days from that point.
- 6.2 When a participant or Facilitator develops symptoms while on-site:
 - 6.2.1 Guidance on cleaning will be followed;
 - 6.2.2 if you have helped the person who developed symptoms, you do not need to go home unless you develop symptoms yourself. You should wash your hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection;
 - 6.2.3 according to the current government guidance, it will not be necessary to close the business or workplace or send any staff home