

HUGO TECHNOLOGY LTD.

Covid-19 Risk Management Plan 14/05/2020



RISK MANAGEMENT TEAM

Daniel Trigger	- Chief Operating Officer
Ian Elsworth	- B2B Service Delivery Manager
Paul Marshall	- Field Service Delivery Manager
Neil Howard	- Systems & Compliance Manager
Dan Thomas	- Service Support Manager
Debbie Robinson	- Hugo 1 Workshop Manager
Carol Doodey	- Planning Team Leader

REFERENCES

This risk assessment was carried out in consultation with 'Working Safely During COVID-19' government guidelines. In addition, in the case of ventilation devices tested by Hugo, the OEM technical documentation and risk mitigation documentation has been consulted.

THE THREAT

This risk assessment was prepared in response to the global Covid-19 virus pandemic in May 2020.

AIM

The aim of this assessment is to implement changes within the Hugo Technology organisation, in order to:

- Minimise the risk of infection for employees by Covid-19 while carrying out work activities on behalf of Hugo Technology
- Minimise the risk of spread of the virus throughout the organisation and to our customers and suppliers, should any employees become infected by Covid-19
- In summary, the principles being applied to achieve the above are to
 - Segregate employees as far as is practical
 - Enforce social distancing in line with government guidelines
 - Minimise footfall at the Hugo facilities
 - Increase employee hand washing, and facility cleaning activities

IMPLEMENTATION OF CHANGES as of 14/05/2020

GENERAL POLICIES – ALL EMPLOYEES

- Employee self-isolation:
 - If an employee should develop coronavirus symptoms and they live alone, they should self-isolate for 7 days from the onset of the symptoms.
 - If the employee lives in a household and are the first person to experience symptoms, they must isolate also isolate for 7 days. However, everyone else in the household must self-isolate for 14 days.
 - If anyone else in the household, within that 14 day period, starts displaying symptoms, the person with the new symptoms must self-isolate for 7 days from the onset of the symptoms, regardless of where they are in the 14 day isolation period.
 - As the diagram below shows, the appropriate period of self-isolation can therefore range from 7 days to 21 days, the latter in the case of someone who has been self-isolating due to a member of their household having symptoms and developing symptoms themselves on day 14 of the isolation period. However, it can also be less than 14 days for those who initially self-isolate due a member of their household

having symptoms if they themselves develop symptoms on or before day 7 of their isolation period.

Stay at Home guidance for households: current guidelines illustrated

Criteria and guidance applied as of 17/03/2020:

Incubation period = maximum 14 days

Day 1 is the first day of symptoms

The 14-day period starts from the day when the first person in the house became ill

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days

If anyone else in the household starts displaying symptoms, they stay at home for 7 days from when their symptoms appeared, regardless of what day they are on in the original 14-day isolation period.

Household members who remain well stay in self isolation for 14 days due to maximum incubation period, calculated from day 1 of first symptomatic person

Household members do **not** need to restart the clock if other members become symptomatic during the 14 days self-isolation

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Person in household																					
Example household 1	A	X																			
	B			X																	
	C																				
	D																				
Example household 2	A	X																			
	B			X																	
	C																				
	D																				

Key: X = when illness started - first day of symptoms
✓ = allowed to go out again

- All employees are required to wash their hands at regular intervals, and/or use the hand sanitisers provided. At a minimum, this must include:
 - Immediately upon entry to the Hugo facilities
 - Immediately prior to leaving the Hugo facilities
 - Before eating or drinking, such as at designated break times
 - Immediately upon entering and leaving customer sites in the case of field engineers
- Break times:
 - Break times at the Hugo facilities have been staggered to reduce footfall in the designated rest areas at any given time
 - Some tables and chairs have been withdrawn from these areas to ensure reduced numbers of employees can use these areas while remaining socially distanced
 - Employees are encouraged to take their breaks outside or in their cars where possible and appropriate
 - All employees are required to clean the kitchen area after they have used it, using the cleaning materials provided. This includes regular touch points such as the tea urn and fridge door handle
- Facility footfall. Footfall around the Hugo facilities is limited using the following policies:
 - Signs are in place on the front doors of the Hugo facilities, advising that visitors are not permitted to enter if they, or a member of their household, is unwell. The signs also detail the requirement to wash hands upon entry and departure
 - No customer visits to Hugo are being arranged, or training courses being held, while government lockdown restrictions are in place. Hugo employees are also not undertaking any unnecessary business travel
 - Meetings between employees and departments are made using tele-conferencing or video calling as far as is practical. Employees attending any meetings held face-to-face are required to remain 2m apart in line with government guidelines
 - No unnecessary travel around the building is permitted, i.e. employees must stay within their designated work area as much as is practical, where telephones and



- video calling can be used to reach other employees or departments as needed.
- Loitering in other departments is not permitted
- Any employee who is able to work from home is encouraged to work from home while government lockdown restrictions are in place
- Any essential visitors such as maintenance workers and subcontractors are bound by the hand washing policy on entry to and departure from the Hugo buildings
- As far as is practical, delivery drivers are not permitted to enter the Hugo facility, and where this is unavoidable, they must only do so as far as is necessary to complete the collection or delivery, and under the supervision of warehouse personnel. Drivers 'waiting' inside the Hugo facility is not permitted – in this event, the driver must wait inside their vehicle until contacted by warehouse personnel
- Face masks – employees wishing to wear face coverings in line with government guidelines are permitted to do so, however there is no firm commitment that Hugo can provide such face coverings unless it is deemed a requirement of their role (i.e. as ventilation engineers)

GENERAL - THE HUGO FACILITIES

- Hand sanitiser is provided around the Hugo buildings, which includes workshops, warehouse areas, kitchen areas and offices. Soap is provided as standard at sinks and also in toilet facilities. Cleaning materials such as alcohol spray and cleaning wipes are provided in the kitchen areas
- An audit of cleaning materials and sanitisation products in all areas of the facilities is carried out by the warehouse personnel on a weekly basis, to ensure all areas remain fully stocked of these materials
- Internal doors are being propped open to such an extent as is practical, to minimise touching of door handles
- Daily cleaning is being undertaken of common touch points such as door handles, light switches and fridge doors, in addition to the existing facility cleaning arrangements
- All employees are provided with a designated work area which must not be shared or exchanged with other employees
- All employees are required to clean their work area and equipment at the end of each working day
- Sharing of tools and admin materials such as computers and stationary must be kept to a minimum
- Tooling and test equipment is to be cleaned no less than daily, preferably after each use where practical

FIELD ENGINEERS

- All field-based personnel have been provided with PPE, namely gloves, aprons, hand sanitiser, cleaning wipes, and – in the case of engineers working on ventilators – face masks. Further stock of these items can be requested via the Hugo warehouse
- The following policy has been adopted when booking field jobs for engineers:
 - The sites are being asked 'Will our engineer be required to work in an area with Covid patients, and/or work on a device that has been used by a Covid patient?'
 - If the answer to this is 'YES', the site will be advised that our engineer is *only permitted to do so* while wearing full PPE. If the engineer does not have sufficient PPE of their own, site will be asked to provide
 - If for any reason the engineer does not have suitable PPE for such jobs, they are NOT permitted to carry out the required work

HUGO TECHNOLOGY LTD.

Covid-19 Risk Management Plan 14/05/2020



- As per existing procedures, Hugo Technology has an expectation for customer sites to clean devices before presenting to our field engineers, where the engineer is permitted to reject the device if it is deemed not to have been cleaned satisfactorily
- When sending test equipment back to Hugo for calibration, the engineer is required to clean the kit appropriately prior to packing and postage

WORKSHOPS

- As far as is practical, engineer workstations have been moved to be at least 2m apart, while avoiding face-to-face working where possible
- Where face-to-face working is unavoidable, Perspex screens have been put in place to provide a physical barrier between employees
- Perspex screens have also been put in place in between employee workstations that cannot be moved to be 2m apart. In cases where this prevents essential tool-sharing, Perspex screen will be used to segregate designated 'pairs' of engineers (or 'buddies')
- Sharing of tools and equipment must be kept to a minimum. Where this is unavoidable, sharing is limited to designated 'pairs' (or 'buddies'), where sharing outside such groups is explicitly not permitted
- Engineers must clean their designated work areas and equipment at the end of each working day, as previously discussed. Furthermore, a deep clean of each workshop will be carried out on a weekly basis

PLANNING & ADMIN OFFICE

- As previously discussed, the Hugo admin employees are encouraged to work from home as much as is practical, to reduce footfall at the Hugo facility and limit the number of admin personnel in the office at any given time
- As with all departments, each admin employee has their own designated work area, which may not be shared or exchanged with other employees. Hugo does NOT operate a 'hot desk' policy while government lockdown restrictions are in place
- Sharing of stationary such as pens and note pads, and equipment such as computers is not permitted while government lockdown restrictions are in place
- The admin office layout has been adjusted to ensure that face-to-face working is avoided, and all office personnel are at least 2m apart

WAREHOUSE

- As with all departments, each warehouse operative has their own designated work area, which may not be shared or exchanged with other employees
- As far as is practical, operative workstations have been moved to be at least 2m apart, while avoiding face-to-face working where possible
- Perspex screens have also been put into position at points where the warehouse operatives may interact with other personnel face-to-face
- While equipment sharing is minimised as far as is practical, shared equipment such as packing tape guns and pallet trucks are cleaned on a daily basis
- Decontamination areas:
 - The existing procedures for wearing PPE during the decontamination of devices must be followed
 - All ventilation devices received at Hugo must be placed in quarantine in a sealed bag or box for a minimum of 72 hours prior to booking in and decon, to allow any virus that may be present to die off

HUGO TECHNOLOGY LTD.

Covid-19 Risk Management Plan 14/05/2020



- In the event that Hugo is advised of the delivery of any device that has been used on a Covid patient, these devices must also must be placed in quarantine in a sealed bag or box for a minimum of 72 hours prior to booking in and decon, to allow any virus that may be present to die off
- When accepting deliveries, warehouse personnel must wear gloves when accepting and unboxing product, where the packaging must be disposed of immediately, and the operative must wash their hands and/or use hand sanitiser on completion
- All deliveries except standard post/mail must go to the warehouse in each building – no deliveries can be accepted in the reception areas
- A full set of PPE is provided in each of the Hugo vans, for use by the driver, which includes gloves, aprons, hand sanitiser, and cleaning wipes
- The common 'touch points' of each van are cleaned on a daily basis, including but not limited to the door handles, steering wheel, gear stick, indicator lever and other dashboard controls