

## **Covid-19 (Corona Virus)**

### **Updated on 23<sup>rd</sup> June 2020**

Following our original policy statement, we continue to keep up-to-date on changing guidance and legislation as it becomes available from Government.

Below is an update statement outlining the current situation.

#### **Products and Imports**

Currently there has been no change in food handling protocols or official guidance announced by the UK government surrounding food regulations and COVID-19.

Experience with SARS and MERS suggests that people are not infected with the virus through food. With no evidence yet of this happening with COVID-19, it is unlikely that this could occur. Coronaviruses need a host (animal or human) to grow in and cannot grow in food.

While more needs to be learned about how this particular virus works, coronaviruses typically cannot survive for very long on surfaces, and are very unlikely to survive over a period of days or weeks on imported products from affected areas. At present, there is no evidence to support transmission via imported goods and there have been no cases associated with imported goods.

#### **Hygiene Practices & Social Distancing**

As the government has acknowledged that an increase in UK Coronavirus infections is inevitable, the company has already put in place a number of its own appropriate proactive measures across both sites. These additional measures aim to protect the ongoing well-being of our employees and allow business operations to continue without significant impact.

We have updated employees across our company, advising them to take preventative measures in order to limit the risk of transmission in line with advice from the government and the World Health Organisation (WHO).

This advice specifically covers steps to take to ensure the highest standards of hygiene

across our sites and our employees, along with advice to those travelling to and from affected areas, particularly from any of the 'lock-down' or higher risk areas.

All employees that have been advised by a medical practitioner to self-isolate must notify their line manager through the usual absence reporting channels.

A bespoke risk assessment has been carried out at both locations and necessary procedures were implemented immediately, including (but not limited to):

- Review of shift patterns
- Maximising home working
- Flow of people
- Desk spacing
- Increased equipment cleaning checks
- Prominent signage and marking of 2m areas around communal equipment
- General hygiene

### **Travel & Visitors**

We are continuing with our approach to restricted customer contact to be by appointment only and on-site meetings with suppliers and customers have either been postponed or conducted remotely.

### **Availability**

Overall stock availability is, in the main, acceptable. However, in order to reduce food waste, we continue to offer alternatives to products that are out-of-stock and continually seeking customer feedback about expected future demand

### **Continuity of Service**

Savona has a business continuity plan in place, which establishes guidelines on communications, governance, reporting and resource planning amongst other factors. The scope of the plan is to cover the precautions and actions necessary to contain the risk of illness, as far as is practicable, to our staff, to restrict any impact on operations and to ensure continuity of service to customers.

In addition, periodic updates are attended by the senior leadership team to ensure that all departments across both sites are up to date,

We have also implemented “Workplace” – a communication App that allows us to communicate immediately and directly with every member of staff.

### **Customer Lock-Down**

If your site becomes affected by a coronavirus outbreak and undergoes a ‘lock-down’ phase, please let us know as a matter of urgency.

We take both the health and safety of our employees and our mission to deliver service excellence to our customers very seriously and would work with our customers to minimise any potential disruption to continuity of supply.

We will take guidance from the relevant bodies and liaise directly with you to find a safe way of ensuring continuity of deliveries where possible.

### **In summary**

Thank you for your understanding in this matter and rest assured that we are doing everything possible to ensure that it’s business-as-usual. We continue to solicit customer feedback, supplier insight and Government updates to ensure that we are prepared to support our customers as quickly and as appropriately as possible.