

Smith Cooper – Onsite Working Policy – June 2020 V1.0

Over the last few months, we have proven that almost all Sage 200 consultancy tasks that have traditionally been carried out on site can be completed remotely. We have adapted our processes and embraced tools such as Microsoft Teams to maintain 'face to face' communications with customers and colleagues. However, we do appreciate that this is not always the best option to ensure our normal service standards are maintained in every scenario.

Moving forward, we will now work with our customers, on a project by project basis, to consider the re-commencement of on-site visits where required or we believe it is essential for the project.

Some tasks have no requirement for onsite presence and therefore will not be offered as such. This includes (but is not restricted to) tasks such as Report and Layout creation, Data work and general Troubleshooting.

Although we can accommodate other tasks remotely, there are some services which benefit greatly from an onsite presence and face to face interaction. This includes tasks such as Scoping, Training, Large installations, and Go Live Support.

Smith Cooper are committed to ensuring we and our customers are able to work safely and in line with all current guidelines. Nothing is more important than the safety and wellbeing of our customers and employees, which is why all our consultants are being issued with 'Essential Safety Packs' containing face mask, disposable gloves, wipes and hand sanitiser.

To ensure the safety of both you and our team members we will:

- Ask all our team members to complete an evaluation to ascertain their suitability to attend your premises.
- Ensure our team members have all the necessary Personal Protective Equipment (PPE) and sanitiser they need.
- Send the minimum number of people required to your premises.
- Only remain on-premises for as long as necessary and any other work will be completed remotely.
- Instruct all team members to wash/sanitise their hands regularly throughout the day, in accordance with Public Health England guidelines.
- If, within 7 days, any of our team members that attended your premises become ill or show any signs of any symptoms of coronavirus, we will inform you immediately.

In return we will require you to confirm:

- You can provide an enclosed sanitised area for our team members to work whilst attending your premises.
- You have made adaptations to your premises to ensure social distancing rules apply.
- None of your employees or visitors have experienced any of the symptoms below within the last 24 hours. E.g. constant dry cough, increased temperature, shortness of breath or loss of taste / smell.
- Higher-risk and high-traffic areas (e.g. toilets and kitchens) in your premises are as safe as possible by applying appropriate safety precautions. This could include increased cleaning and limiting the number of people who can use high traffic areas at any one time.
- You accept that should our team member(s) identify issues with the above, they are entitled to leave site immediately and you may still be charged for the intended visit.

Prior to the commencement of all works we will provide two agreement checklist documents for completion. The first will be by our consultant and the second shall be a formal commitment between Smith Cooper and the client.

Copies of these documents are available upon request.