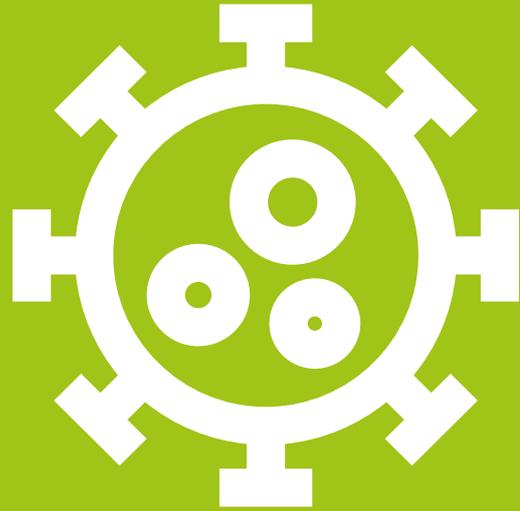


# tier 1



## COVID-19 BEST PRACTICE AND SAFETY GUIDELINES

Tier 1's main priority is the safety of our employees, partners and customers at all times. The following document outlines strict guidelines being adhered to by all Tier 1 representatives, on and offsite, in order to offer reassurance that Tier 1's secure disposal service is safe, compliant and fit for purpose during the COVID-19 period.

### OBJECTIVE OF THIS GUIDANCE



To ensure the safety of all Tier 1 employees, logistics partner employees and our customer employees at all times.



To provide an agreed good practice guide to ITAD (IT asset disposal) collections during COVID-19 restrictions.



To comply with Government guidance at all times.



To encourage a return to work and BAU IT disposal work to customers who are limiting their operations due to COVID-19.



To ensure the risk of data breach during the transaction is managed to an appropriate level.

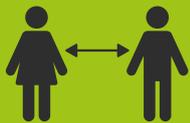
# WHAT TIER 1 IS DOING

## OUR PREMISES:

Tier 1 prepared for all staff, where possible, to work from home from Thursday 12th March 2020. At the same time, split shifts with our warehouse operation were introduced, meaning that contact between staff is kept to a minimum and the risk of any infection is minimised.

This also allowed our operations to continue as close to normality as possible and reduced the risk of our operation having to shut down because of a large-scale infection.

## WE HAVE PUT IN PLACE THE FOLLOWING MEASURES:



Ensure workers are 2 meters apart in the location of their role. Where this is not appropriate staff should work facing opposite ways.



Ensure communal areas have strict rules applied to maintain the 2 meter gap.



Staggering start and break times to decrease peak staff traffic.



Increase cleaning procedures and make it a daily occurrence to wipe down surfaces with disinfectant.



Provide hand cleaning stations and require that all staff wash hands with soap and water and or hand sanitizer for at least 20 seconds when they arrive and when they leave.



Ensure signage is in place throughout the premises to reinforce the message.



The 2 meter gap should be continued when outside of the workplace into the staff car park so employees should maintain vigilance when returning to vehicles, when walking into work or when cycling into work.

## OUR STAFF:

All staff are reminded of the Government guidelines listed below to ensure safeguarding for all. Employees are not permitted to work for 14 days if any of the following statements apply:



Been in contact with an individual who has been diagnosed or is suspected to have COVID-19



Been in contact with an individual (and their family or close friends) who have self-isolated in the last 7 days or are self-isolating



Travelled internationally and returned within the last 14 days



Been in contact with anyone who has travelled internationally and feels unwell or are experiencing symptoms of COVID-19

If any person develop symptoms that are related to and represent Covid-19, they are required to notify a Director immediately, and proceed to self-isolate for 14 days.

## COLLECTIONS OF CUSTOMER DEVICES

Tier 1 recognise that many customers will have concerns about the secure collection element of the IT disposal process. In order to manage the collection, handling and carrying of IT assets during COVID-19 as safely and with as minimal risk as possible, the following procedures and processes have been implemented by our logistics partner to adhere to high level safety and security measures on behalf of all parties.

### A 'NO-TOUCH' POLICY

We are operating with a no signing of paperwork policy during this time, although this is currently under consideration. This has been replaced with a verbal acknowledgement as 'Proof' of collection/ delivery of goods. The verbal acknowledgement will be confirmation that the item(s) collected /delivered match the expectation. Other bespoke agreements can be agreed with clients that provide a 'no-touch' solution and that satisfy security around completion of works.

**Distancing: Always maintain a 2-meter distance.**

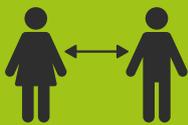
# MANAGING RISK DURING WORKS (ON-SITE AND DURING TRANSIT)

## 1. KEEPING A SAFE DISTANCE:

Our logistics team will provide a 'client briefing' upon arrival and during on-site works:



Inform the client on arrival (i.e. the client contact in receipt of the assets) of our 'no-touch' policy.



Inform the client that personnel have been instructed to maintain a 2-meter distance with other persons throughout works.

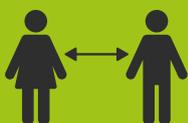


For Home Worker deployment of kit, should the entrance to the residence be within an apartment building our logistics team will deliver the asset to the recipient at the front door of the apartment building main entrance.



When collecting/delivering items, if there is an error in the quantity or item being collected, the escalation process will be adhered to in order to agree a resolution.

## COLLECTIONS REQUIRING TWO MEN



For collections requiring two or more personnel, separate vehicles should be deployed and the 2-meter rule maintained throughout, in transit and at site. We are currently investigating in-cab distancing solutions.

## 2. A SAFE WORKING ENVIRONMENT - CONSIDERING RISKS

Each crew member will be issued the following COVID-19 PPE packs:



2 x hand sanitizers. One for the vehicle and one to be kept on their person.



Disposable gloves.



1 x mask per day

Personnel are instructed to follow a 'Stop and Think' process before entering and exiting vehicles and managing works on site and during transit using the following checklist:



Adhering to the no-touch policy



Disinfecting hands prior to, and after, each collection



Wearing gloves at all times during on-site works and removing prior to operating vehicles.



Disposing of gloves safely after each use following the disposal procedure i.e. placing used gloves in a disposable bag.



Applying antibacterial hand gel once removed gloves.



Comply with the vehicle cleaning process. (see overleaf)

### 3. VEHICLE CLEANING PROCESSES

Personnel are complying with newly implemented Health and Safety measures as follows:



Hands must be disinfected prior to and after, each collection



Operating vehicles – in-cab cleaning processes must take place using anti-bacterial products e.g. spray / wipes and must be adhered to each time (keeping in mind usual and ‘typical’ behaviours e.g. using keys, steering wheel, door handles, pens, scanning devices, phones, laptops, charging devices, trackers, seatbelts).



All vehicles with hard sided surfaces to be disinfected before they leave the depot, every time. Including: the steering wheel, door handles, gear-shifters, and keys etc.



Personnel must comply with the vehicle Health & Safety cleaning processes and submit the completed signed checklist each, this data is required under Health and Safety procedures and will be requested and monitored during audit procedures.

### REPORTING INCIDENTS AND MONITORING IMPACT

Tier 1's Directors and continuous improvement team regularly consult on risks, threats and solutions. The objective of the team is to raise awareness and manage risks to support an immediate response related to health and safety associated with COVID-19 across all parties.

# HOW CAN OUR CUSTOMERS HELP?

## 1. ENSURE THE COLLECTION IS PROPERLY PREPARED

Each customer should ensure that the collection is properly prepared to decrease time on site. Confirming that the collection site is suitable to ensure a safe way of working will soon be live on AMO when booking a collection. Similarly, our collection crew will contact the named site contact to ensure that the site is ready for collection the following day and that the contact is happy with our process.

Typical ways of achieving this might be the use of cages or pallets to pre-prepare shipments. It is essential that where this is undertaken, consideration to the weight is given to ensure the single person collection does not impact on the health and safety considerations. Where customers are unable to present equipment in such a way, the crew should be permitted enough time on site to undertake the collection with no pressure from site. Similarly, placing devices in, or as close to loading bays or building entrances (again taking regard to internal health and safety, plus security requirements) will help to ensure collection crews minimise time spent on site and reduce the risk of contact with other customer staff.

## 2. ENSURE INTERACTION IS KEPT TO A MINIMUM

Each site should be assessed for its ability to adhere to social distancing. Enough space should be permitted for the vehicle and driver to perform their duties without breaking the 2 meter requirements.

## 3. TRANSFER OF CUSTODY

There are two requirements with regards to transfer of custody: one from regulatory requirement under waste management rules and the other from a security perspective in terms of data protection regulations.

Under waste management, the UK Government has provided guidance notes for waste transfer notes.

For data protection, the regulatory requirement is for “appropriate organisational behaviour” and the UK Information Commissioner’s Office has previously highlighted when investigating data breaches from improper disposal that the transfer of custody is key. Under COVID-19 restrictions we are trying to decrease social contact and as such the following are proposed as accepted good practice.

## TRANSFER OF CUSTODY CUSTOMER CHECKLIST



Customer is to take extra care over the creation of the inventory of equipment being presented for pick up such that it is a true reflection of the assets.



Driver should check consignment off to the best of their ability, based on the expected quantities.



The customer is NOT required to sign paperwork to release assets, but a verbal confirmation is required.



Photograph(s) should be taken by the driver of the consignment being picked up.



The transfer of custody documentation will be created by the original collection paperwork signed by the collection crew, any photographs taken by the crew (and time and dated by the file type) and the confirmed inventory created at Tier 1's premises. These will all be uploaded onto AMO to complete the transfer of custody process.

## PROCESSING TIMES AND SLAS

There will be an expectation on Tier 1 to process equipment within the given SLA time frame and it is expected that these times may not always be adhered to. In this regard, during COVID-19 restrictions, we ask that customers take a pragmatic view about when our usual reports will be created and made available on Tier 1's AMO portal.

([www.assetmanagementonline.co.uk](http://www.assetmanagementonline.co.uk))

Customers should be re-assured that once their assets arrive at Tier 1, they are held securely in an HMG 'List X' and PASF-approved facility, manned by SC cleared staff and under the protection of 24 hour HD CCTV.

These guidelines are intended to make the Tier 1 secure disposal process as safe as possible and to minimise the risks associated with COVID-19. If you need further information, please contact your Account Manager.

All our Directors and staff at Tier 1 assure you of our very best wishes during these trying times.



**Jonathan Rose**  
Managing Director

