

# CSW COVID-19 Business Pledge

**The safety of our customers and staff is paramount.**

We recognise we are part of the wider community.

Only by working together can we live with COVID-19.

## We pledge to:

Protect our customers	Show we are doing the right things
We will ensure customers and staff follow social distancing guidelines and to help that will introduce a one-way system with appropriate floor markings. We will actively monitor our premises to encourage compliance.	We will display a poster that tells our customers about the risk assessment that we have carried out to be COVID-19 secure, and publish the full assessment on our website.
We will support and encourage the use of face coverings by customers and staff, as outlined in the government guidance.	We will display signage to encourage all staff and customers to follow the latest government guidance including face coverings, PPE, hand sanitisation and social distancing. Our staff will be on hand to help customers with this.
We will provide clear signage to inform our customers of what we are doing to keep them and our staff safe.	We will introduce a regular cleaning schedule to make sure all 'touch points' in our premises are sanitised. We will share this information with our customers and staff.
We will keep our customers informed of changes to guidelines and procedures and what that means for any of our safety measures.	We will actively monitor what is happening in our premises to make sure that our COVID-19 secure measures are being applied at all times. We will nominate a COVID-19 'champion' to monitor and take responsibility for The Pledge.
We will encourage all staff in the workplace to have regular COVID-19 tests, in line with national quality standards and to share results with NHS Test and Trace.	We will display The Pledge prominently to provide confidence that our customers and staffs' wellbeing is paramount.
Enable working from home for staff that can do so, and enhance existing health and well-being support for those who are supporting our customers and operations remotely.	We will ensure staff understand the requirements through communication and engagement sessions. We will promote the mental health support available to our staff.
Promote self-isolation and make sure there is support in place for any of our staff who are displaying symptoms or have been in contact with a confirmed infected individual.	We pledge to protect as many jobs as possible and minimise the impact on our staff.