



Preventing the Spread of Coronavirus (COVID-19)

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Dear valued customers and colleagues,

Following statements issued by the World Health Organisation, we would like to provide some information relating to SGSA customers and colleagues in connection with the Coronavirus. We also recommend that you review WHO advice online, in particular [Coronavirus disease - advice to the public](#).

This document is intended to provide information on how SGSA is taking care of our colleagues and customers. We do not want any unnecessary risks taken with regards to the possible spread of the virus and we are closely monitoring government advice.

If you have any concerns or questions regarding the current situation and how it could affect planned deliveries for SGSA clients please contact me or Jo Roberts at jo_roberts@sgsa.com or on +44 (755) 741-9427.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "S. Brand", is written over a faint, light blue circular watermark or background.

Steve Brand

Director

9 March 2020



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Our Colleagues

SGSA Senior Consultants that are due to deliver to professional service of or classes will self-isolate if they are experiencing a cough, high temperature or shortness of breath, and must seek medical assistance. SGSA will provide immediate notice to any affected customer caused by self-isolation of a consultant and will work to find an alternative consultant or postpone/cancel the service on a case-by-case basis.

All SGSA colleagues are asked to take the following actions to reduce the risks of exposure:

- **Wash hands frequently.** Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- **Maintain social distancing.** Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.
- **Avoid touching eyes, nose and mouth.** Hands touch many surfaces and are most at risk from picking up viruses, which are then transferred to the face.
- **Practice respiratory hygiene.** This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze; then dispose of the used tissue immediately.
- **Stay home if you feel unwell.** If you have a fever, cough or difficulty breathing, let your manager know and seek medical assistance early by calling your health care provider.

Our Customers

Please inform us as soon as possible if a registered student is required to self-isolate and therefore cannot attend a class. The cancellation notice in our terms and conditions will not be applied and we will transfer the booking to the next class. A full refund will be given to any delegates registered to attend the SGSA Executive Forum in the event of self-isolation.



We ask that all students attending SGSA classes follow the hygiene best practices listed above and postpone their attendance to a class if they have recently travelled to or through a high-risk country.

Our Venues

The two venues that we use for classes have provided us with the information below on their actions to reduce transmission of the virus.

We also recognise that some physical aids and equipment may be used during training and in these cases, we are requesting that they are cleaned and sanitised or replaced between sessions to reduce the risk of contamination from multiple learners handling the same items.

Marriott Heathrow/Windsor Hotel Response

“All employees are wearing gloves when handling food and we are conducting extra cleaning within the hotel and meeting rooms. We are also:

- Monitoring the situation and following advice from Marriott and our local authorities.
- Enforcing additional training of associates around regular hand washing and the usage of hand sanitisers.
- Conducting additional sanitation rounds (toilets, wiping down door handles, gym area and handrails) with special approved chemicals.
- Making hand sanitisers specifically available for your delegates for the duration of the meeting, and in all public areas including the bar, restaurants and reception desk”.

Cork International Hotel Response

“We are absolutely committed to following the guidelines set for us by the HSE (Health Service Executive)

- We have Hand Sanitisers available throughout the hotel, in meeting rooms also and we have changed some of our cleaning products to stronger cleaning products.



- We also have standard operational procedures in place for cleaning and emergency procedures should there be a case confirmed in the hotel”.