

## Appendix 1 – Customer Statement

Dear Customer - The Health and Safety of our staff and customers remains our priority at this challenging time and we are reviewing all aspects of our business to mitigate the risks posed by the current Coronavirus Pandemic in the UK. We also recognise the importance of the safety and emergency response training that we deliver to those working in the energy sector and remain committed to ensuring that our delegates receive training vital to their job roles.

We believe that it is important that anyone attending a course at Petans understands how their training will be approached and delivered. We also ask that anyone attending a course takes responsibility to comply with the measures that we put in place to limit any risk to staff and other delegates. Our intention is to be honest so that you can make the right decision for you regarding your training requirements.

**To meet the standards of the various awarding bodies social distancing and/or the use of barriers throughout all elements of a course is not possible. We ask that this is taken into full consideration prior to the booking and attendance of any of our training courses.**

Using advice from government sources we will be using temporary working practices and risk assessments with the aim of mitigating the risk of passing on infection. Using a combination of signage, processes and procedures we will ensure that there are increased opportunities for hand sanitising, measures in place to observe social distancing where possible and facilities put in place to ensure increased hygiene measures are met. Delegates are asked to support and comply with these measures to make them as effective as possible.

We will continue to ask non-essential visitors not to attend Petans.

**We will also be asking delegates not to attend our site should they, or anyone in their household have either the symptoms of COVID-19 or if they or anyone in their household has been in contact with anyone with confirmed COVID-19, or if under the Government Advice for those travelling into the UK from abroad, or within the UK, they should be self-isolating. Upon arrival delegates will be asked to confirm this.**

We are also asking that prior to making a booking delegates ensure that they have considered any need for medical certification and accommodation. We would also ask that any delegate attending Petans avoid using public transport to get to us.

Whilst on site at Petans delegates are required to wear masks/face coverings in the following settings:

- Reception and whilst awaiting course pick-up (canteen and marquee)
- Teabars
- Whilst waiting for refreshments or being seated for lunch (canteen and marquee)
- Where 2 metre social distancing is not possible and it is practicable to do so e.g. changing areas, toilet blocks, first aid practicals.

Delegates are also welcome to wear masks, during classroom theory sessions only, should they choose to do so.

We hope this statement provides clarity of the precautions that we will be taking during this difficult time. We thank you in advance for your support in helping to keep us all safe. **Thank you, Petans Management Team**