



## Contingency plan if a customer is infected

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1. If you suspect an infection, call 1700 and 112 in case of emergency.
2. Follow the advice of healthcare professionals regarding communication with the infected person, etc.
3. Inform employees.
4. Isolate the customer in question and nominate one employee to provide him with the necessary services.
5. Ensure the use of masks of both customer and employee and keep as much distance as possible, as well as considering other individual infection protection, i.e. hand washing and use of hand sanitizer.
6. Make sure everyone; employees and guests / customers, wear masks.
7. Clean and disinfect all possible contact surfaces and equipment where the relevant customer and his group may have been or used.
8. Write down the name, telephone number, e-mail address and ID number of everyone who has been in close contact with the infected person. Information provided to the tracking team.
9. After the customer has left the isolation location, the area where he/she has stayed must be cleaned and disinfected.
10. Call in a back-up team (assistants) instead of staff who need to be quarantined or are sick.



## Contingency plan in case of an infected employee

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Employees have been clearly instructed not to come to work if they experience symptoms that can describe infection. Also, if they are quarantined. If an employee experiences symptoms during working hours, he/she should notify the supervisor immediately.

1. If an employee suspects an infection, call 1700 and 112 in case of emergency.
2. Follow the advice of healthcare professionals regarding communication with the infected person, etc.
3. An employee goes home or away as soon as possible. If the employee in question needs some support, it is best to nominate one employee who will provide him with the necessary assistance until he leaves the workplace.
4. Ensure the use of masks of both employees and keep as much distance as possible, as well as considering other personal hygiene i.e., hand washing and use of sanitizer.
5. Make sure everyone, employees and guests/customers, wear masks.
6. Inform other employees.
7. Clean and disinfect all possible contact surfaces and equipment that the employee may have touched or used.
8. Write down the name, telephone, e-mail address and ID number of everyone who has been in close contact with the infected person. Information provided to the tracking team.
9. After the employee has left the isolation location (if he has not been able to go home immediately), the area where he has stayed must be cleaned and disinfected.
10. Call in a back-up team (assistants) instead of staff who need to be quarantined or are sick.