



XPERIOR COVID-19 GUIDELINES FOR MYSTERY SHOPPERS

As we know, the COVID-19 virus has brought both business and personal challenges to everyone. As the country begins a new post-lockdown phase, more and more businesses are now opening their doors to the public once more. But as business owners, we still need to do as much as we can to safeguard ourselves and our own key workers.

Mystery shopping is a central part of Xperior's business services, and with these services now being able to resume, the continuing health and safety of all our mystery shoppers is really important. This document gives advice and guidance to our mystery shoppers on what to do while carrying out any visits on behalf of Xperior as they return to work.

These guidelines focus on our mystery shoppers who would, potentially, be most at risk in public places. But they're also relevant to any of our staff members who visit venues or businesses for other face-to-face Xperior services. These can include:

- ◆ Operational process reviews and consultancy
- ◆ Customer service training
- ◆ Customer insights and planning

While these are our own precautionary guidelines, it's also essential to follow all other guidance currently in place by the government and Public Health England. For more information, please visit:

- ◆ <https://www.gov.uk/coronavirus>
- ◆ <https://www.gov.uk/government/organisations/public-health-england>
- ◆ https://www.who.int/health-topics/coronavirus#tab=tab_1

Important information for mystery shoppers

Xperior is presenting these guidelines in good faith to all our mystery shoppers, based on the information available to us regarding Coronavirus and COVID-19. Our overriding aim is to prevent the spread and/or transmission of infection with any mystery shopping visit, as well as other on-site visits by other Xperior staff.

As we know, there are certain health conditions and age demographics that could increase the chances and severity of infection of Coronavirus and COVID-19.

As an independent mystery shopper, it's your own responsibility to self-assess any risk factors and make a decision on whether or not to accept any mystery shopping visit. Beyond these guidelines, Xperior cannot be held liable for your decision to accept a mystery shopping task.

You should always comply with any official rules, guidelines, and advice given by the UK government and Public Health England.



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What are the main symptoms of Coronavirus (COVID-19)?

The COVID-19 virus can affect people in different ways but the majority of people who develop mild or moderate symptoms are able to recover without going to a hospital. The main symptoms of COVID-19 are:

- ◆ A high temperature or fever
- ◆ A new, continuous cough
- ◆ A loss of taste or smell

Other, more serious, symptoms can be present and include:

- ◆ Difficulty breathing or shortness of breath
- ◆ Chest pains
- ◆ Loss of speech or movement

Most people who are infected with COVID-19 show at least one of these symptoms. If you show any of these symptoms, you must contact your doctor or NHS services by phone straightaway. If you're showing signs of mild symptoms, you must stay at home and self-isolate for at least seven days and get tested.

More information: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

Who can be affected?

We know that Coronavirus and COVID-19 can be transmitted between people by 'respiratory droplets' through coughing, sneezing, talking, shouting, or singing, direct contact (such as shaking hands), or by touching a surface or object which has the virus on it, then touching your face, eyes, or mouth.

Because the virus is spread so easily, anyone of any age can be at risk at any time, including people at high risk and people at moderate risk.

People at high risk

This includes anyone who has had or is having treatment for major medical procedures including cancer, severe lung conditions, heart conditions, or those who are pregnant. If you fall into this category, you should protect yourself by shielding and seek medical advice.

People at moderate risk

This includes anyone who is aged 70 or above and has ongoing medical conditions including non-severe lung conditions, diabetes, heart disease, brain or nerve conditions, immune deficiencies, or those who are pregnant. If you fall into this category, you should try and stay at home as much as possible, maintain social distancing by at least 2m if/when outside, and seek medical advice.

More information: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>



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COVID-19 and Xperior mystery shopping visits

Information on Coronavirus and COVID-19 is changing all the time. As a mystery shopper, you should look at the information available to you at both local and national level to see if there are any new or updated restrictions in place. This will ensure you have up to date information when it comes to specific businesses, locations, or travel arrangements.

You should also carry out a self-assessment of your risks and whether you're making the right decision to accept any face-to-face or close contact mystery shopping visit. If you're feeling ill or displaying any COVID-19 symptoms, either mild or severe, you must not accept any mystery shopping task and seek medical advice.

As well as this, you should not accept or carry out any face-to-face or close contact mystery shopping visit if you've had any contact with anyone with a positive Coronavirus or COVID-19 diagnosis, or displayed any symptoms, in the last 14 days.

How to prepare for your mystery shopping visit

On the day of your scheduled visit, please take the time to check your body temperature and whether you are experiencing any symptoms associated with Coronavirus or COVID-19. If you are or you're unsure, please contact Xperior and let us know before seeking medical advice.

If you're fit and healthy, we'd suggest avoiding any visits in peak or rush hour times. But always check with your assigned venue, shop, or business as they may have put restrictions in place that might affect your time of visit.

Please always carry with you:

- ◆ Sanitising wipes
- ◆ Disposable gloves (if required)
- ◆ Hand sanitiser (ideally with an alcohol content of at least 70%)
- ◆ Face coverings

Please note: Face coverings should be worn in all shops for protection and are a mandatory requirement by the government from July 24th, 2020.

If you become aware of any safety concerns before or during your visit, please contact Xperior so we can get in touch with the client as soon as possible.



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Your safety

As someone working on behalf of Xperior, your health and safety is our top priority. To minimise the spread of the virus, if you feel at risk at any time during your mystery shopping visit, please cut your visit short and leave the premises.

This could be for any number of reasons, including shop staff not wearing face coverings, excessive amounts of people in shops and no social distancing in place, or a complete disregard by shops and/or customers for any other government guidelines or advice.

To help you before and during your visit, please use the following advice:

- ◆ Follow current government guidelines on social distancing in public and on public transport
- ◆ Use your own transport if you can
- ◆ Follow distancing and other rules outlined by each individual shop or store when you enter
- ◆ Avoid areas of close contact in shops and stores including lifts
- ◆ Wear face coverings in all shops, on public transport, and in public
- ◆ Avoid touching your face
- ◆ Use hand sanitiser regularly whether it's your own or provided in-store
- ◆ Wash your hands thoroughly with soap and water for at least 20 seconds whenever possible

Finally, if you feel unwell or develop any symptoms associated with Coronavirus or COVID-19 within 14 days after your mystery shopping visit, please tell Xperior immediately. You should also self-isolate, and get tested as soon as possible.

More information:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>