



CIA Fire and Security LTD and Pioneer Automated Controls Covid 19 Company policy:

The aim of this policy is to provide clear and transparent information to staff and clients of all safety measures that have been instigated during the current Coronavirus Covid 19 pandemic. All our procedures have been produced following advice given and are in line with government guidance.

Policy brief & purpose:

This policy includes measures actively being undertaken to mitigate the spread of Covid 19. All staff are expected to follow all these additional control measures diligently, this will sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions.

This coronavirus (COVID-19) company policy is susceptible to ongoing updates and amendments with the introduction of additional governmental guidelines. All staff will be informed of these updates as soon as possible by email.

Scope:

This coronavirus policy applies to all CIA/PAC employees who physically work in company offices and in the field. All staff must read and action this policy as necessary.

Policy elements

Here, we outline the required actions employees should take to protect themselves, colleagues and clients from a potential coronavirus infection.

Sick leave arrangements:

If you have any of the published symptoms of Covid 19:

- High Temperature
- Persistent Cough
- Loss of taste or smell

You should stay at home, notify your Co-ordinator immediately and self isolate for 14 days as per government guidelines.

If you suspect you have Covid 19 or have had a positive Covid-19 diagnosis, you can return to work no earlier than 14 days since your first symptoms. You must make contact with your Co-ordinator prior to returning to work.

Everyone over the age of 5 is eligible for a Covid 19 test and we would actively request that you seek this if you are able to.

Working from home requests:

At present we have limited scope for employees to work from home from a secure and practical resource perspective.

Approval to work from home must be specifically gained from either the Operations Director or Office Manager.

General hygiene rules:

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the 20-second hand-washing rule). You can also use the sanitizers you'll find around the office.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open the windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.

Use of PPE:

All normal PPE is to be used for normal work practices. PPE specific for Covid 19 is available for all staff. Specifically:

Engineers / ARO's:

Face masks

Gloves

Anti-bacterial wipes

Hand sanitisers

Office Staff:

Anti-bacterial wipes

Hand sanitisers

Use of face masks:

As per government guidelines, face masks are only advised in situations where employees are unable to social distance. Employees in the field are asked in all instances to social distance, if this is not feasible, this must be discussed with their co-ordinator before proceeding. If a client requests the use of a mask by the engineer even if social distancing is maintained, the client's wishes should be adhered to.

Traveling to work / The use of work vehicles:

All employees should travel to work independently whether this is to either the office or to client's sites.

Apprentices, where applicable will be reimbursed for the use of their private vehicles.

Should the need arise for a vehicle to be shared, then the permission of the Operations Director or Office Manager should be gained prior to the visit and all relevant safety measures must be adhered to.

Shared equipment:

Wherever possible, each employee should have their own equipment for carrying out their daily tasks. In circumstances where we have a limited number of items such as fire test kits, these should be sufficiently sanitised when an engineer takes them out of the office and then sanitised again prior to returning them.

Meetings:

Site meetings with clients: Engineers / Surveyors meetings with clients are an essential part of our engagement however, these need to be achieved safely and within the guidelines. Numbers should be limited to only 2 people where possible and social distancing should be maintained at all times. All correspondence via telephone and email should be carried out first and meetings must be where essential only.

Office staff meetings: Physical meetings are suspended at the current time.

Office visits: The office is closed to external visitors with the exclusion of delivery of items. If a client is delivering items such as keys, this needs to be done in conjunction with correct social distancing with the person in the office receiving the item and the new arrival procedure needs to be observed.

Site visits:

Prior to the visit, when the appointment is booked, clients will be asked if they/anyone in their property has symptoms, if social distancing is able to be maintained and if there are hand washing facilities available.

On arrival at site, a risk assessment is carried out including Covid 19 questions specifically asked to the client:

- Is anyone in the property suffering from or has symptoms of Covid 19? If the answer is yes, the visit will cease immediately.

Once the engineer has established that they can work safely, they will proceed, requesting from the client that other members of the property are not in the same area as the engineer for the duration of the visit and social distancing is maintained.

The engineer will sanitise all surfaces prior to touching them and then again at the end of the visit.

During the current time, clients will not be asked to sign for work completed, however the engineer will take a photo of the keypad or panel to establish time stamped evidence of the visit.

Where 2 engineers are required to visit a site, this will be discussed with the client first and an outline set for how work will commence. These teams will be 'fixed' and they will maintain a 2 meter distance from clients and where possible each other.

Where work needs to be carried out in a confined space, the engineer will request with the client that as much ventilation is provided as possible.

Engineers will wash hands at the start and the end of each visit where possible, if not, they will use hand sanitizer.

Should a repeat visit be required, where possible and practical, the same engineer will return.

All waste created during the visit will be disposed of safely and in an appropriate manner by the engineer upon leaving the property.

Company vehicles:

All company vehicles must be clean and tidy at the start of each day, cabs wiped clean, door and regular touchpoints are to be regularly sanitised and cleaned.

Office procedures:

Any non-office based employees should contact their co-ordinator prior to coming into the office so that suitable preparations can be made for swift turnaround.

Immediate arrival:

Daytime CIA: All staff to enter Reception Lobby and use electronic temperature check camera. Once approved, they must leave the lobby and re-enter the building through their designated entrance.

Daytime: PAC: All staff to take their temperature with the manual fore head thermometer inside the front door and if safe can proceed further into the offices.

ARO's out of hours: All ARO's to take their temperature with manual forehead thermometer inside ARO entrance and if safe can proceed into the offices.

Social distancing at the offices:

We are able to maintain safe social distancing within both CIA and PAC offices.

We have utilised meeting rooms and unused offices to spread staff out so desks are the required distance apart. All staff members have their own desks with the exception of ARO's at CIA where sanitising takes place at the beginning and completion of each shift.

Movement around the buildings:

PAC is an open plan office with good ventilation. All staff are located over 2 meters apart and there is excellent visibility for safe movement.

CIA have 4 entrances that are now being utilised instead of the normal 2. Teams of staff have been allocated an entrance that sees them arrive at their desk quickly and with little contact with others.

Each office has clear visual markings that shows where they can or cannot safely stand or pass through. Additionally there are signs on all doors notifying who is able to move where and encouraging communication via the phone or email instead of a physical visit even if carried out at a distance.

Facilities for staff within the offices:

There are to be no more than 1 member of staff in a kitchen area at a time and CIA' staff have been allocated either the downstairs or upstairs kitchen depending on their location.

Staff should only prepare food and drink for themselves.

Hand sanitiser stations are available at each entrance and there are 7 hand washing points throughout the building.

Staff teams have been allocated specific toilet facilities located closest to them.

Cleaning and hygiene within the offices:

All staff are required to keep a clear paperless desk where possible and sanitise their work stations at the end of each day. Additionally each office is to have a designated member of staff to sanitise heavily used areas such as door handles both mid-morning and mid-afternoon.

Staggered start times:

PAC: This has been considered however, due to the minimal number of staff in the offices and the high visibility within the office, changing start times is presently deemed unnecessary.

CIA: Employees arrive over a 2 hour period and the use of different entrances means that staggered start times are unnecessary.

ARO's: Due to the size of the ARO's office, shifts have been re-organised so that only 1 member of staff is on at a time and procedures have been put in place for the incoming staff member to call the outgoing ARO to advise of their arrival so they can swap over safely.

The information set out in this document is subject to change as and when more relevant updated information from the government is released. Any alterations to this policy document will be issued via e-mail.

Our overall aim is to help play our part in controlling the spread of Covid-19 whilst maintaining a viable business. If we work within the guidelines set out in this document, this will go a long way to achieving that. However, the decisions we make as individuals is the main driving factor in the successful outcome of this. Please, if you have any questions, just ask your Co-Ordinator, Operations Director or Office Manager.