

## **Coronavirus: External Policy - Version 1.1**

### **1. Precautionary Measures**

- 1.1 The purpose of this policy is to address the current Covid-19 coronavirus which is currently infecting people across the world. Lifeline Alarm Systems Ltd continues to monitor carefully the news and guidance on the condition of the Coronavirus, in particular any impact this may have on our colleagues, members of the public, customers and potential business interruption. Also, to assure you that we have robust business continuity, contingency plans and risk registers in place. The health & safety of our staff, customers, members of the public and supply chain partners is of primary importance. Lifeline have been identified as key workers in supporting the national infra structure through Fire & Security Protection Services.
- 1.2 We will be holding regular SMT meetings to review guidelines, recommendations and procedures. Any changes to issued polices will be communicated via email.
- 1.3 Subject to sickness levels, we expect to continue to carry out business as close to normal as possible. This includes key workers being able to work from home if necessary. We also have the facility to carry out some routine services remotely. We now have a number of furloughed staff. The core of the business is being operated by a minimum number of key staff who are maintaining daily operations and supporting field based works where practical and necessary.
- 1.4 In light of the rapidly increasing number of cases in the UK and the guidance being issued by the government, we have developed this policy to communicate to our customers and suppliers of the steps we are taking to prevent the spread of infection, as well as to answer any questions you may have about what will happen in the event that we have a reported case within the workforce or wider community.
- 1.5 It is important to note that the guidance on this issue is changing on a frequent basis and we will continually monitor and update this policy as required. We will communicate any changes to you as and when they happen.
- 1.6 We have assigned CINDY NEWNHAM, General manager, as responsible for this policy and ensuring that we are up to date with what is happening globally, nationally and locally. Any questions should be directed to for the attention of Cindy Newnham via [info@lifeline-security.co.uk](mailto:info@lifeline-security.co.uk)

### **2. Steps we are taking to prevent the spread of the virus**

## **2.1 ABSENCE REPORTING PROCEDURE**

All employees must report their absence to the General Manager via telephone. Lifeline will continue to follow the NHS Guidelines regarding length of time in self-isolation.

## **2.2 SELF HYGIENE and DESK CLEANING**

We have instructed all office based employees to clean and wipe down with antibacterial wipes their personal desk space and working area, keyboard, mouse, phone, office door handles and any other items considered to host potential infection at the end of each day. As a minimum, this will be repeated at least once at 13:00 hrs daily. In line with Government guidelines, all employees have been instructed to regularly wash their hands with soap and warm water, for at least 20 seconds. Information signs have been placed at strategic locations around the building, WC's, staff notice board and reception to advise staff and visitors of the hygiene requirements on site. Additional hand sanitisers or stations have also been placed around the offices and reception. All communal areas and items are included in the twice daily cleanse, i.e. photocopier, door handles, biometric fingerprint scanner, exit buttons etc. All staff have been requested to stop handshaking for the time being and to maintain safe social distancing measures of at least two metres. Employees have a role to play in ensuring that the risk of infection is kept at an absolute minimum, and must themselves stick to Government guidance in relation to overseas travel etc.

## **2.3 KITCHEN PROTOCOL**

Antibacterial wipes and/or Dettol spray with paper towels are being used to clean all surfaces, taps, kettle handle etc each time the kitchen areas are used. Tea Towels should not be used to dry hands or wipe surfaces.

## **2.4 FIELD BASED WORKERS**

As a precautionary measure to reduce risk to customers, all engineers will be calling ahead to ask if the customer still wants to keep the appointment. We will also be asking if there is any person present who may be in the vulnerable age bracket (over the age of 70) and if there is a visitor policy. We will also enquire if any persons are showing any of the reported symptoms. In addition to this, field based engineers have been instructed to wear latex gloves whilst on site and interacting with customer products. These will be disposed of in the correct manner to avoid any cross contamination. Engineers have been asked to avoid skin contact and not to shake hands and to maintain safe social distances of at least two metres. The engineers may use anti-bacterial wipes as appropriate and will respect customers wishes if asked to keep a two metre distance between all persons present.

## **2.5 REDUCED MOVEMENT & ATTENDANCE OF MEETINGS**

All non essential mainland travel from the Island has been cancelled. Any networking events have been cancelled. Where practical meetings are being held virtually, via SKYPE, ZOOM, and Conference Calls where

possible. All unnecessary appointments have been stopped and any essential visitors to the offices will be restricted to the reception area.

### 3. Updates

3.1 Where changes to circumstances, government advice change on a regular basis, the most up to date policy guidelines and updates will be published on our website. A link to the most current statement can be found [here](#). As matters progress revised versions of the policy statement will be published.

### 4. Processes in place for those who have had contact with infected persons

#### 4.1 MANDATORY REPORTING & SELF ISOLATION

We have a separate Coronavirus Policy for our employees relating to this – see attached.

Signed By:



Managing Director

Date: 20<sup>th</sup> April 2020

#### Resources

Self-isolation guidance:

[https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation?mc\\_cid=0269909608&mc\\_eid=f203c794a3](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation?mc_cid=0269909608&mc_eid=f203c794a3)

Government updates:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

ACAS guidance:

<https://www.acas.org.uk/coronavirus>

NHS

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