

LockRite Locksmiths Ltd

Email: <https://www.lockrite.org/contact-us.php>

Website: <https://www.lockrite.org>

Code of Best Practice - Coronavirus



Coronavirus (2019-nCoV)

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Introduction

In preparation to the looming prospect of a potential full-scale Coronavirus (2019-nCoV) outbreak, LockRite Locksmiths Ltd has formulated this “Code of Best Practice” in order to help minimise the chances of contraction of the virus and maximise the Health & Safety prospects of all personnel.

Scope

The Scope of this Code of Best Practice is considered to be all encompassing, to include all staff, senior Managers, Directors, Staff, Franchisees, Sub-contractors, associated 3rd party suppliers, Customers and all other relevant stakeholders.

Any Employee, Member of Staff, Franchisee or Sub-contractor found not to be complying with this Code of Best Practice will be cautioned in accordance to the standard contractual company terms & conditions. Any member of staff found to be in breach will be cautioned in accordance to the regulations currently set out within the Office Staff Manual and Contractual Employment obligations.

Details of the Office Staff Manual can be found on the LockRite Intranet.

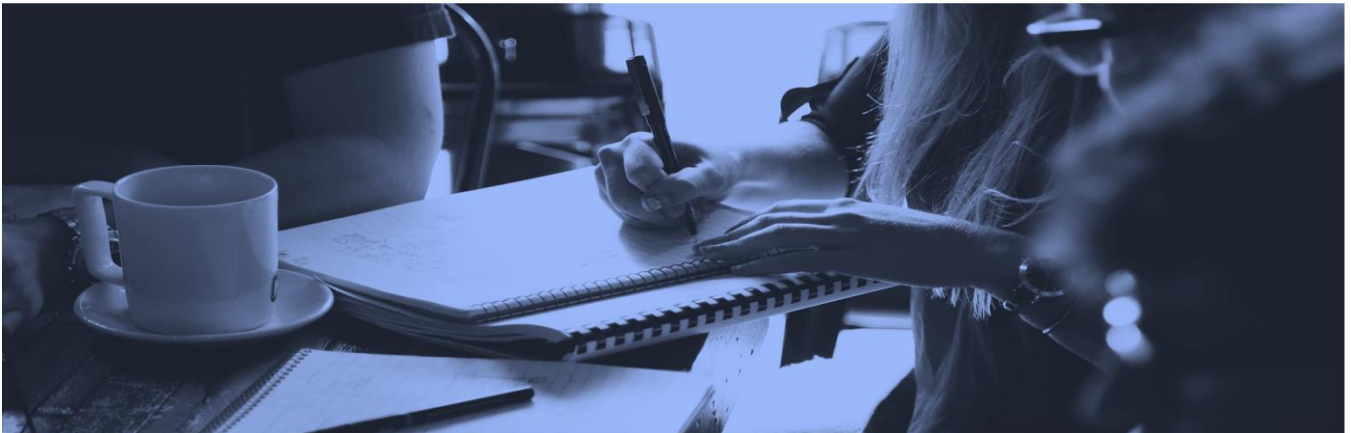
Code of Best Practice Coronavirus

Office Staff Guidance

All staff should comply to the following protocol in order to ensure Best Practice is adhered to.

All staff should be aware of their own health before coming into work. If any member of staff experiences any of the following symptoms (a fever, sore throat, severe cough and/or loss of balance) they should self-isolate. In doing so they should firstly call 111 and notify the NHS authorities of their condition and secondly, they should contact their line manager immediately, after calling 111 and supply the information that has been given to them from the NHS advisory team.

Please see the following for more advice from the government;
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>



Assuming that everything is ok with regards to the above and you are fit to come to work, you should still be aware as to the general wellbeing of those who work around you. Obviously If you suspect that someone else may be showing the signs as per the above then please notify your line manager immediately.

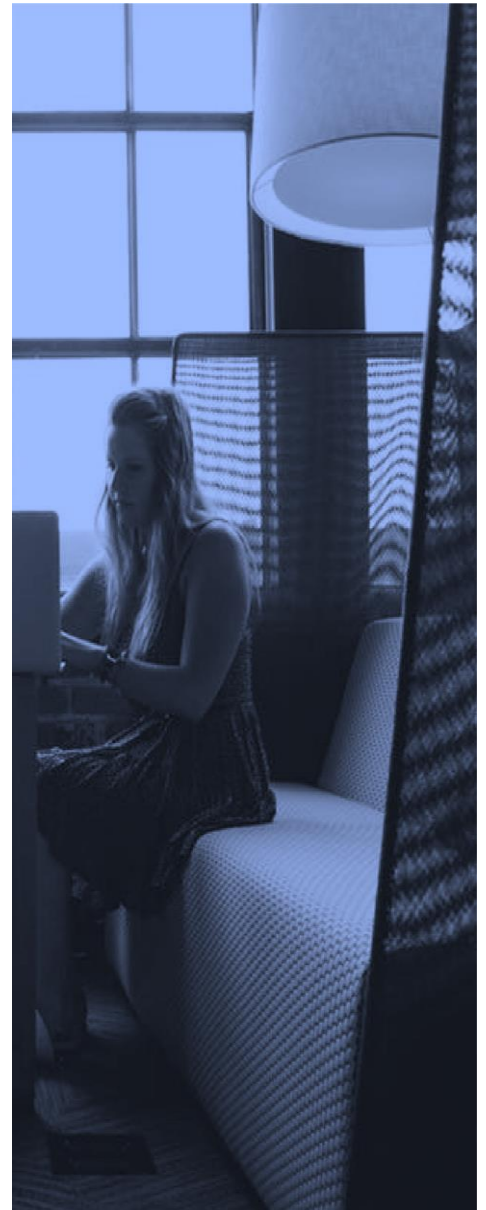
Please note - all employees must keep their desk, belongings and themselves sanitised, keep their work area tidy, wash their hands regularly, avoid touching their own and each others face, ensure that the kitchen and canteen area is kept clean and that no dirty crockery is left exposed.

Office Staff Guidance (continued)

Should you discover that any member of your own family or friends, that you have had direct contact with, has been diagnosed with the Coronavirus (2019-nCoV), please let your line manager know asap.

The Government has established certain findings which have gone some way to influencing our corporate dynamic assessment and indeed this Code of Best Practice. For more information on this matter please see; <https://www.gov.uk/government/publications/coronavirus-action-plan/coronavirus-action-plan-a-guide-to-what-you-can-expect-across-the-uk>

We encourage active discussion on H&S matters both in and outside of the organisation, should you be suspicious of any H&S breaches, please let your line manager know in order to minimise the risk of contagion.



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Front Line Locksmiths

All Locksmiths and front-line workers should be aware of their own health before going out on to a job. If any front-line worker experiences any of the symptoms identified on Page 2 (P1), then they should self-isolate. In doing so, they should firstly call NHS 111 and notify the authorities of their condition and secondly, they should contact Charlene King immediately, after calling 111 and supply the information that has been given to them from the NHS advisory team to LockRite management.

You will have no way of knowing for sure, whether or not the customer will be suffering from the Coronavirus, indeed they might not even be aware of that fact themselves. With this in mind we recommend that upon arrival, you ask the following 2 questions...

- *May I ask, have you or anyone else in your household, recently returned from a high-risk country in the last two weeks, such as (Mainland China, Iran, South Korea, Northern Italy, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia, Macau, Vietnam, Cambodia, Laos or Myanmar) or any other recognised country which may be suffering from the consequences of the Coronavirus (2019-nCoV)?*
- *Have you, or anyone in your household, been in contact with someone who has a confirmed case of coronavirus, been advised to self-isolate or been in contact with someone who is awaiting test results for the virus?*



Front Line Locksmiths (Continued)

Upon commencement of the job, assuming that the above on Page 4. has been satisfied, we would recommend that you become diligent as regards to other members of the public that may be placed around you, look out for the obvious signs as detailed - a fever, sore throat, severe cough and/or loss of balance.

- Whilst you are at your appointment, we strongly recommend that you wear light surgical gloves (and/or any other appropriate PPE) in order to avoid direct contact. Do not shake hands with the customer until the coronavirus national emergency is declared to be over.
- Try and keep at a distance of at least 2 meters from your customers wherever possible, better known as social distancing.
- In order to minimise contact with your customers, please self-sign on your iPads when completing domestic jobs, to avoid customers having to touch your screens.
- Upon completion of the job, we recommend that you thoroughly wash your hands (in line with government recommendations) and do not touch your face until you have done so. The use of sanitiser gel is strongly recommended at all times.
- Should you experience anything that is deemed to be a potential breach of H&S or this Code of Best Practice, please report this matter to Charlene King or Mark Green Immediately.
- Use the LockRite Collaboration Facebook page to keep in regular touch with us and with each other and please share any information that may be helpful to get everyone through this situation safely.
- And finally, ask the customer to notify you should they contract the virus with 10 days of you doing the job, then for you to please contact Mark Green accordingly.

Conclusion

The senior management believes that based on current WHO guidance, that although there will be some disruption to Lockrite Locksmiths Ltd's Business, we are indeed well placed and supported to a) ensure as best we can that all Staff, Franchisees, Managers and other Business Partners will be protected whenever possible and b) ensure the continuity of the business is well placed to service the needs of the majority.