

Client Update

Visiting you safely during the Coronavirus pandemic

19 January 2021

The Coronavirus (COVID-19) global pandemic is affecting every aspect of our lives, from how we work, to how we conduct our daily lives at home with our families. We at Securitas are no different and are waking up every day to new information about how COVID-19 is impacting our communities and stakeholders.

Our primary concern is the Health and Safety (H&S) of our clients, employees and partners.

This commitment covers everything, from making sure we are doing our part to help 'stop the spread', to maintaining business continuity so that our clients and partners can worry less about theirs.

This update is part of Securitas' protection control and explains how we will look to protect our clients and engineers, in conjunction with Securitas Company Policies and while undertaking work activities at your premises. Advice contained within this update has been sourced from health and safety best practice and Government guidance. It is intended to explain additional health and safety procedures that will be used only as emergency measures during this current pandemic period.

The following methods will be used when attending various work sites and undertaking work activities. Some sites or customers may require additional safety rules. Please let us know if there are any site-specific rules we need to know.

Personal Protective Equipment (PPE)

Securitas Engineers will be arriving with additional protective safety wear for everyone's safety and will be in PPE as follows:



- Gloves
- Face Mask
- Face Shield (where required)
- Clean Hi-Visibility Vest
- Protective Footwear
- Additional PPE where dictated by workplace activity risk assessment and or site / customer rules

It is vital that the health and safety requirements of any work activity are not compromised. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel and / or PPE not being worn, or social distancing not being implemented and maintained, work will not take place until control measures are met.

Following latest Government guidance

Securitas is following the Government's recommended advice for reducing exposure and transmission of COVID-19 and will adjust measures according to future updates.



Current measures include:

- Maintaining social distancing. Staying a minimum of 2 metres away from other people. If this is not viable, keeping 1 metre apart with risk mitigation is acceptable.
- Keeping workplaces clean with frequent handwashing. This reduces the potential for coronavirus to spread. It is a critical part of making and keeping premises COVID-secure. Regular and thorough hand washing with soap and water for at least 20 seconds and / or using a sanitiser gel.
- Catching coughs and sneezes with disposable tissues, or if necessary, in the crook of the elbow.
- Safely disposing of all used tissues, then washing hands.
- Avoiding touching the eyes, nose, and mouth with unwashed hands.

Verifying your health upon arrival

Securitas Engineers are required to ask a set of questions on arrival at your site to ensure that persons on site are not suffering from COVID-19 symptoms and are not in the extremely vulnerable group.



- Prior to accessing your premises, our Engineer will be wearing all the required PPE and will avoid taking any handheld equipment inside that may not be required.
- If the work requirements are situated indoors, where possible, Engineers are instructed to open a window or outside door in the area where they will be working to help ventilate the area.
- All doors between the access point and point of work must be left open to minimise contact.
- Where safe to do so, Engineers will converse with you at the recommended distance. We are limiting all physical contact and therefore normal processes of obtaining signatures etc. via our devices have been stopped.
- Securitas Engineers will set expectations that social distancing will need to be observed by all who are present at the premises whilst they carry out all work required, ensuring social distancing is observed throughout.
- Inside your premises, we will avoid unnecessary contact with surfaces and maintain good hygiene throughout.
- We will ensure all waste is bagged and removed.
- All equipment and work surfaces will be wiped down with antibacterial wipes after works are complete.

On behalf of Securitas, I'd like to thank you for your cooperation with the above and for your valued custom.

Nigel Heath

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