



**Head Office**  
Unit 6 Knight House,  
Lenthall Road,  
Loughton, Essex  
IG10 3UD  
9am – 5pm: **0208 556 1000**  
24hr Emergency: **02392 242135**  
[customerservices@kryptosecurity.net](mailto:customerservices@kryptosecurity.net)  
[www.kryptosecurity.co.uk](http://www.kryptosecurity.co.uk)

17<sup>th</sup> March 2020

## COVID-19 Coronavirus

### Contingency Plan

In line with the latest developments and Government advices, we would like to assure you we are taking all possible measures to ensure that our services are provided with the wellbeing of our Staff and Customers as our priority.

We continue to follow and implement the latest Government guidance including NHS England's guidelines on Covid-19 which can be found:

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

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

Thank you for your understanding during this challenging time for all of us, if you have any questions regarding our current Coronavirus policies please feel free to contact us.

All Krypto Security professionals who remain active will ensure;

#### Staff

- their temperature is checked before starting their workday and stay home should a temperature be present, they should self-isolate should any symptoms appear linked to the virus, and communicate this with a Director and NOT enter the office, stores or shop or attend any routine or emergency Call Out.
- not to shake hands at the start or end of any meeting/site visit
- to both protect themselves and our clients; frequent hand washing and sanitising when unable to wash, disposable gloves being worn on, overshoes to be worn inside all properties, to regularly sanitise their mobile phone and disinfect their work shoes
- they ask the customer if they or any member of their family are self-isolating and if so, will not proceed with the works
- work at a two-meter distance from other people
- to verbally agree the works are complete, so our staff may sign completion dockets on their behalf



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### Customers

- our trade Locksmiths is closed until further notice, with only emergency works being completed
- we will not attend routine works at any domestic property with a pregnant woman or person aged 70 or above, or with any underlying medical conditions – we would ask a family member to be present instead if the works are essential. We will be limiting engineer attendance to emergency/corrective or essential works, where the location can guarantee our operative would be over 2 meters from the general public/home-owner. This extended to vulnerable groups, where it would be requested self-isolation continue in a separate part of the house with a trusted friend/relative liaising with our engineer on their behalf. If this is not possible, please advise us upon booking any works. Only monitored alarm systems would be attended/remotely checked in line with SSAIB regulation in the event of further limits
- our office will be operated remotely with the majority of staff working from home
- our sales team will be looking to use floor plans, where possible, rather than site visits to provide system design proposals and quotations
- our stock held on site would be accessible to each operative, even if the offices were fully closed due to the virus
- cancelled appointments will not be charged for during the next 30 days, to be reviewed at the end of this period and all customers are requested to contact us immediately, to delay any works should you or any member of your family be self-isolating