



Head Office
562 High Road
London
E11 3DH
9am – 5pm: **0208 556 1000**
24hr Emergency: **02392 242135**
customerservices@kryptosecurity.net
www.kryptosecurity.co.uk

11th May 2020

COVID-19 Coronavirus

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

All Krypto Security professionals will ensure;

- temperature is checked before starting their workday and will stay home should a temperature or any other symptom of the virus be present
- to self- isolate should any member of their family show symptoms of the virus
- call 20 minutes prior to arrival to enable customer to prepare for distancing
- frequent hand washing on arrival and departure and sanitising when unable to wash with soap and water for 20 second, disposable gloves being worn on, overshoes to be worn inside all properties, to regularly sanitise their mobile phone and disinfect their work shoes
- to work at a two-meter distance from others
- to verbally agree the works are complete, so our staff may sign completion dockets on their behalf and not exchange pens or accept cash payments
- to regularly sanitise tools with disinfectant
- not attend any household that is self isolating

Please find below the SSAIB policy, together with the current Government guidelines.

Stay Safe.



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SSAIB Firms Ensure Sustained Public Safety and Security During COVID-19 Pandemic



SSAIB-registered fire, security and manned services firms continue to provide essential support to the fire and security industries during the ongoing COVID-19 coronavirus pandemic.

Be it as a key worker or otherwise, SSAIB-registered firms have endeavoured to carry on with a broad spectrum of services ranging from local fire and security maintenance and the provision to new systems, all the way up to vitally important national Government projects – including the creation of the new NHS Nightingale field hospitals.

Regardless of the circumstances, the essential maintenance, call-outs and installation of new systems that SSAIB firms are doing during these difficult times is all helping to safeguard environments that are vitally important - such as hospitals, care homes, schools, supermarkets, other commercial property and national infrastructure - that may otherwise be at risk, including non-occupied properties.

We can assure the general public, businesses and the wider security and fire industries that SSAIB keep reminding registered firms to observe the latest Government guidelines on working safely with respect to COVID-19, which we are sure they do, to ensure that they carry out the work required of them in a safe environment for both themselves and their customers.

SSAIB are also doing our part to keep our firms up-to-date with all of the latest COVID-19 developments as and when they arise – in addition to providing help and support for a number of issues that they could be faced with during this ongoing time of uncertainty.

The safety of the general public, our registered firms and key worker staff remains our top priority during this time, while also ensuring that firms continue to fulfil their commitments to their customers and contracts as normal.



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Domestic Customers (Homeowners)

The latest Government guidelines for tradespeople – such as SSAIB firms’ engineers – accessing domestic properties can be viewed within the [Social Distancing in the Workplace During Coronavirus \(COVID-19\) Sector Guidance document](#). As shown below. However, an overview of the main points are as follows:

Engineers are able to visit domestic properties to carry out the customer’s security or fire requirements, providing they are well, have no symptoms of COVID-19, they ensure they maintain a safe distance (of at least two metres) from any household occupants at all times and also have the necessary PPE (personal protective equipment) - in an effort to ensure Government’s guidelines are observed.

Work should not be carried out in any household that is isolating or shielding an individual, unless it is necessary to remedy a direct risk to the safety of the household (such as an emergency repair or fault.) Homeowners – and those accountable for the security and/or fire safety of the household – are responsible for ensuring a safe environment for any visiting key workers or engineers, as well as for any other residents under their roof.

Should an engineers have any coronavirus symptoms, however mild, then they should isolate.

Should a householder have any questions about any maintenance needed and what it might mean for their insurance cover – due to the circumstances of the current situation, including social distancing – the householder should contact their insurer, in order for them to give guidance.

Should any homeowners – or those responsible for security and/or fire safety – be in need of security or fire protection during the ongoing coronavirus pandemic, we advise that they can contact SSAIB-registered firms and that they should also contact their insurer with any concerns.

Non-Domestic Properties

Work undertaken on non-domestic properties is also duty-bound by the same Government guidelines on social distancing and other precautions.

With SSAIB-registered firms adhering to the latest Government guidance, they are able to continue to carry out repairs and maintenance and provide new system installations– when site access can be granted and Government safety requirements including social distancing maintained.

There is also a suggestion that - during this time when many buildings are stood empty - this is the ideal time for maintenance visits, additions to systems or the installation of new systems, because engineers can get the job done with minimal disruption to the usual working practices of the business itself.

Engineers are able to access the necessary premises or site(s) (with permission,) conduct the work that they need to and then inform the nominated person when all of the work has been completed, before leaving the job to allow it to be checked by the customer.



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Installation of new Security Systems or Provision of a Security Service

If there is a need for a new security system or service to protect individuals or property, this can take place - provided it can be conducted in compliance with Government guidelines on social distancing in the workplace.

Although these are unprecedented times that we all find ourselves in, SSAIB, our registered firms and the fire and security industries as a whole continue to work as best we can – as a matter of necessity for the ongoing safety and security of the general public, businesses and national infrastructure.

Government Guideline

You are a tradesperson carrying out essential repairs and maintenance in people’s homes, or are carrying out other work in a home such as cleaning or paid-for childcare in a child’s home. You can continue work, providing that you are well and have no symptoms. No work should be carried out by a tradesperson, cleaner or nanny who has coronavirus symptoms, however mild, or when someone in their own household has symptoms.

Tradespeople should assess whether the visit is essential or if the work can be safely postponed. There may be alternatives to a visit, such as a phone or video call. If the visit cannot be postponed you should agree the procedures in advance.

During a visit

You should notify all clients in advance of your arrival. On entry to the home you should wash your hands using soap and water for 20 seconds. You should wash your hands regularly, particularly after blowing your nose, sneezing or coughing, and when leaving the property. Where facilities to wash hands are not available, hand sanitiser should be used, and you should carry this with you at all times.

If you are a tradesperson or cleaner, you should maintain a safe distance (at least 2 metres) from any household occupants at all times, and ensure good ventilation in the area where you are working, including opening the window.