



## Covid-19 Policy & Procedures

**Capital Fire Risk Assessment Surveys UK Ltd** relies on customer interactions as a business and as such, **we acknowledge that we have a great responsibility to our staff and our wider community to take immediate and effective action to limit the spread of the Covid-19 virus as much as possible.**

Our **number one priority** is the health of our staff, our community, customers, suppliers and clients and we are closely monitoring the information provided by government sources. Currently, we are **operating as usual**, and we aim to continue to **educate, innovate** and **adapt** our approach to ensure there is minimal disruption to our services in the foreseeable future. We look forward to working together in a **calm, safe and responsible manner** to deliver our usual impeccable standards in customer service and client satisfaction.

We are **implementing the following measures** and more to ensure the risk presented by the virus and its potential consequences are minimised.

We have implemented **procedures and protocols** in regards to social interactions and hygiene practises to mitigate the risk of disease spread as much as possible including:

1. No hand shaking
2. Maintaining a 2m distance from other people where possible (1m with mitigations).
3. Wearing face coverings and gloves
4. Covering nose and mouth with tissue or flexed elbow when coughing or sneezing.
5. Avoiding touching face – eyes, mouth, nose area.
6. Frequent hand washing with soap and water for 20 seconds minimum or alcohol-based hand sanitisers
7. Avoiding contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath.
8. Asking that our staff stay home if they are unwell and notify management ASAP.
9. Constant cleaning and disinfecting of frequently touched objects and surfaces (e.g. desks & tables, telephones & keyboards, tools etc) using antibacterial household cleaning spray or wipe.
10. Customer screening is in place to ensure that any properties our staff are attending are clear of people with a high risk of Covid-19 infection.

We are regularly **updating and educating** our team to ensure everyone is up to date and on the same page with regards to the latest advice, guidelines, protocols and procedures.

**For your peace of mind, no one in our team has, within the last 14 days, knowingly come into contact with anyone suffering from or showing symptoms of the virus.**

## Site Visits:

**Objective:** Ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) wherever possible, including arriving at and departing from workplaces, while in workplaces and when travelling between sites.

### Coming to and leaving a workplace

All operatives travel alone using their own transport

All vehicles are cleaned regularly using gloves and standard cleaning products, with emphasis on handles and other areas.

Sanitising/washing hands on arrival and maintaining social distancing when entering the workplace

### Moving around when working

**Objective:** To maintain social distancing wherever possible while performing duties and to protect against transmission during appointments by avoiding touching any surfaces where not necessary

Capital Fire Risk Assessments Ltd communicate with customers ahead of a visit to ask that social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) are maintained between assessors and occupants, if possible and request that only absolutely necessary participants should physically attend appointments

### Mitigations

Face coverings and gloves are worn

### Capital Fire Communications and training

**Objective:** To make sure all workers understand COVID-19 related safety procedures.

Providing clear, consistent and regular communication to improve understanding and consistency of ways of working amongst our workers.

Ongoing engagement with workers, to monitor and understand any unforeseen impacts of changes to working environments/practices.

Awareness and focus on the importance of mental health at times of uncertainty.

The government has published [guidance on the mental health and wellbeing aspects of coronavirus \(COVID-19\)](#).