

MRH/ CV19 001

17th March 2020

Dear Customer

As you will know the government has moved into its "Delay Phase" to slow down the spread of the Coronavirus and mitigate impacts.

Please see below Appendix A for Westronics policy outlining Westronics approach in accordance with government policy.

If you have any questions, please direct these your normal contact at Westronics.

Yours Sincerely



Martin Hoskins
General manager

Appendix A

Westronics Limited Policy: COVID-19 (During Government “Delay Phase”)

Principles

Servicing of security and fire safety is an essential activity to ensure continued support for clients and protection of the public.

Westronics is working in accordance with government policy in its ‘Delay Phase’ and taking considered precautionary ‘social distancing’ measures.

Westronics recognises the importance of minimising disruption in service delivery.

Westronics approach

1. Westronics Management meet daily to review the situation and will revise its policy where necessary in line with government policy.
2. Westronics expects and respects all its staff acting responsibly in the circumstances of the declared pandemic.

Guidance to staff

1. Staff should:
 - effectively manage their personal health and hygiene and be considerate of others in this regard (including following government advice when unwell and/or showing symptoms associated with the coronavirus, in the use of shared staff facilities, general cleanliness, handwashing and avoidance of communal food sharing, etc.);

Note: This remains the principle form of defence in avoiding the coronavirus.

- limit their risk of exposure by:
 - avoiding all international travel;
 - making smart decisions regarding all travel including day-to-day and holiday travel and activities carried out during and outside of work; e.g. avoid using Tube, avoiding higher risk areas and venues, mass gathering, confined public spaces, whenever feasible.
- respect self-isolation by colleagues, friends and family who are displaying symptoms consistent with coronavirus;
- declare to Westronics any and all personal international travel (both business and personal);

Note: Westronics may take action to mitigate perceived risks, which may extend to recommending self-isolation.

- inform Westronics line management of any symptoms / guidance provided.

Note: Any cases will be addressed on a case-by-case basis.

2 Westronics is avoiding face-to-face meetings of large groups of employees, including auditors, to significantly reduce the risk of virus spread.

3 Field Engineers are advised to wash hands regularly with soap and water where possible and in an attempt to reduce the risk of cross contamination have been issued with single use Nitrile gloves these are to be worn prior to entry to customer premises and disposed of when work is completed before returning to their vehicle.

4 Where possible, Westronics will conduct virtual meetings to encourage social distancing between staff and external parties.

5 Westronics has restricted access within its offices and may refuse entry to our offices any staff and visitors, including contractors, who present as unwell.

6 Westronics requires all visitors to our offices to declare, prior to or on arrival:

- if they have or have displayed any symptoms consistent with coronavirus;
- have travelled outside the UK since 1st February 2020.

Note: Westronics will handle all perceived risks on a case-by-case basis and may require individuals to leave its premises.

7 Westronics will also request any visitors to our offices that are diagnosed with COVID-19 in the coming weeks after their visit to inform Westronics.

8 Westronics has capability in place for some staff to work remotely as required.

Future updates and contact information

The COVID-19 crisis is fast moving. This policy may be revised as events unfold. You should deal with your regular contact at Westronics in the first instance if you have any queries.



Martin Hoskins
General Manager
17th March 2020