

## CORONAVIRUS PREVENTATIVE MEASURES & ADVISORY BEST PRACTICE

Dated: 22.06.2020

- Recommendations from the Government and NHS
  - Stay alert
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### Public guidance websites

<https://www.gov.uk/coronavirus>

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

<https://111.nhs.uk/covid-19/>

### Stay Alert

We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible
- Limit contact with other people
- Keep your distance if you go out
- Wash your hands regularly

Do not leave home if you or anyone in your household has any symptoms

### Hygiene

- ✓ Wash your hands with soap and water often – so this for at least 20 seconds
- ✓ Always wash your hands when you get home or into work
- ✓ Use hand sanitizer gel if soap and water are not available
- ✓ Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ Put used tissues in the bin straight away and wash your hands afterwards
- ✓ Try to avoid close contact with people who are unwell
- × **Do not touch your eyes, nose or mouth if your hands are not clean**

### **Face Coverings**

Wear something that covers your nose and mouth:

- On public transport
- When you go to hospital appointments or visit someone in hospital

If you can, also wear a face covering in other places when it is hard to stay away from people, such as in shops. Face coverings should not be worn by children under 3 and people who would find wearing them difficult (such as people with breathing difficulties).

### **Self-isolate**

Stay at home for 7 days if you have either:

- A high temperature – you feel hot to touch on your chest or back
- A new continuous cough – this means you've started coughing repeatedly

**DO NOT GO to a GP surgery, pharmacy or hospital, but contact NHS 111 for advice and a test, which will instigate a track and trace to help stop the spread**

### **Code of conduct**

Ensemble have released codes of conduct for personal safety and to reduce the risk of contamination and virus spread to all employees, suppliers and subcontractors.

### **Meetings**

Ensemble stopped face-to-face meetings and will continue to offer virtual meetings as a preference, these can be by telephone, skype or customers virtual software. When face-to-face meetings take place, all hygiene precautions are undertaken, plus new business protocols including:

- H&S: adherence to social distancing, sanitation and face covering
- Greetings: temporarily abandon handshake and cheek-to-cheek kiss
- Paperwork: where feasible all documents are issued electronically

### **Showroom/Office**

Our showroom office remains closed as an office workplace, with our employees continuing to work from home without any disruption to service, following all business policies and protocols.

Our showroom is available for product demonstrations, but only on a tightly controlled diary. Customers are asked to provide at least 24 hours notice for a visit request and asked a series of questions to ensure they have no symptoms. Before and after each visit, our showroom is cleaned with suitable disinfectant products, any waste is bagged and securely disposed. To facilitate deep clean, showroom appointments are allocated with a cleaning hour between each appointment. Visitors are kindly asked to not overstay their allotted time, to facilitate enough time for cleaning.

Visitors are offered facemasks upon arrival, and are requested to use the hand sanitizer available at the entrance. Visitors are encouraged to continue using hand sanitizers around the showroom, and asked not to unnecessarily touch furniture or surroundings. Unfortunately, we cannot offer hospitality food and beverages, and encourage visitors to bring their own if they so wish.

Details of all visitors will be stored on our showroom diary and will be saved for at least 1 calendar month to enable contact tracing.

We may withdraw the showroom facilities at any time if we believe this is fitting for the wellbeing, health and safety of our employees and visitors.

### **Products (Manufacturing)**

Werner Works products are made to order and immediately shipped. The manufacturing plant holds the highest standards of hygiene and cleanliness, which were heightened due to the pandemic. Employee hygiene protocols have been instigated, with all products disinfected upon dispatch.

Systemtronic products are manufactured, packaged and stored in warehouses. Therefore, the period is not conducive for the virus to be active on these products. Government directives on personal hygiene and handling have been instigated.

Luconi products are a mixture of made to order and standard components. All employee and manufacturing hygiene guidelines have been implemented to ensure products are disinfected upon dispatch.

Supplies of all products are at the usual leadtimes, if this changes we will communicate.

### **Installations**

All of our installation engineers follow the coronavirus personal hygiene precautions. Self-isolation practices have been advised and agreed if any symptoms are present or the employee feels unwell.

All of our installation engineers carry full PPE equipment, plus hand sanitizers, facemasks and additional gloves.

All vehicles have hand sanitizer available to use when entering or exiting the vehicle. Protocols with handling waste has been upgraded to ensure they only handle waste whilst wearing gloves.

The allocated Project Manager of each project will check with the customer regarding site social distancing measures, one-way systems etc, to ensure all team members are inducted appropriately.

Our Project Manager will also enquire to ask if the site has had any coronavirus outbreaks, and will make an informed decision if the site is deemed safe or if the installation is postponed until additional measurements have been instigated.

### **Business Continuity & Communications**

Ensemble have been trading normally throughout the pandemic, with all employees working remotely.

Phone lines, emails and skype continue to be available during office hours, with the two Directors Alix Boulet and Lara Savorelli available 24/7 for emergencies or coronavirus emergency notification.

Ensemble will follow all official advice released by local and central Government to ensure best practices at all times. If you would like any further information or a copy of our Business Continuity and Disaster Recovery Policy please do contact us.

*Released by Alix Boulet & Lara Savorelli*

*Ensemble Directors*

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