

FLAM-LUMIERES DE LONDON BRIDGE

COVID-19 Policy

Policy Brief & Purpose:

This charity policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe work environment during these unique and troubling times. It is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity. This coronavirus (COVID-19) charity policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email or letter.

Policy Scope:

This coronavirus policy applies to all our employees who physically work in both our office and out of the office with the public. We strongly recommend our remote working personnel to read through this action plan as well, to ensure we collectively and uniformly respond correctly to this challenge.

Policy Elements:

Here, we outline the required actions employees should take to protect themselves, their co-workers, and the public from a potential coronavirus infection.

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, request sick leave, or work from home.
- If you have a positive COVID-19 diagnosis, you can only return to work once you have fully recovered, with a doctor's note confirming your recovery.
- If you have recently returned from areas with a high number of COVID-19 cases (based on CDC announcements), we'll ask you to work from home for 14 calendar days and return to the office only if you are fully asymptomatic. You will also be asked not to come into physical contact with any colleagues during this time.
- If you have been in close contact with someone infected by COVID-19, with a high chance of being infected yourself, we request that you book a COVID-19 test and get checked as soon as possible. You will also be asked not to come into physical contact with any colleagues during this time, until you receive negative test results.
- If you need to provide care to a family member infected by COVID-19, request work from home. You will only be permitted to return to the office 14 calendar days after your family member has fully recovered, provided that you're asymptomatic or you have a doctor's note confirming you don't have the virus. You will also be asked not to come into physical contact with any colleagues during this time.

General Hygiene rules

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the 20-second hand-washing rule). You should also use the sanitisers which you have been provided with.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open windows (where possible) regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- Always wear the mask and gloves provided to you to minimise the risk of spreading/catching coronavirus.

Managing Risk

- No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield -unless it is to remedy a direct risk to the safety of the household.
- When working in a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements should be made with vulnerable people to avoid any face-to-face contact. For example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.
- Communicating with households prior to any visit to discuss how the work will be carried out to minimise risk for all parties.
- Maintaining social distance (2m) as far as practically possible.

Safe Working Practices

- When making the initial phone call to arrange the appointment, we will ensure to gather the relevant information with regards to the property we will be attending. We will ensure that no members of the household are currently shielding, and that none are showing any symptoms of coronavirus. If they are, we will make the customer aware that we will not be attending, and that the appointment will have to be rescheduled for a later date. We will also ensure to stipulate that household members should keep a safe distance from the engineers whenever possible.
- If engineers are working more than one to a property, then where possible they will travel separately. Where not possible, then precautions must be taken. Windows should be kept

down to provide thorough ventilation, and masks should be worn. Where possible, they should be seated at least one seat apart.

- Once at the property, engineers will wear supplied PPE for when social distancing cannot be maintained. Windows and doors will also be kept open, when possible, to allow for good ventilation.
- When conducting work, surfaces and equipment will be wiped down on a regular basis to ensure a high level of cleanliness.
- All materials will be removed from the site at the end of the day to help prevent cross contamination.
- If engineers do need to interact with the household members, then they should always ensure keep a safe social distance.

Whatever the nature of your concerns, discuss them with your manager or designated member of staff.

If you still have concerns, you or your manager should refer to:

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