



## COVID-19 ACTION PLAN

We appreciate that we are trusted to enter people's homes and offices and this is never more critical than right now. It is important we reassure you that we are taking the Coronavirus very seriously and our role in minimising the spread.

In that respect, we have two key roles to play at this time:

- To ensure we don't spread the disease.
- To guarantee continuity of supply of our essential service to clients.

The following sections detail the measures we have put in place to ensure business continuity and to keep everyone safe throughout this challenging time.

### What are we doing to stop COVID-19 entering our workplace?

The best way to keep our customers safe, is to keep our employees safe first. If we keep the virus out of our workplace, then we won't spread it. Subsequently, TopLock has implemented the following:

- VISITORS – To control our environment, no visitors are allowed to TopLock. Our two main visitor types are as follows:
  - Key Cutting - we have suspended all residential key cutting services for walk in customers. For regular key customers such as real estate agents, we are happy to discuss our mobile locksmith coming to you.
  - Restricted Keys – all pick-ups of restricted keys have been suspended. We will now courier all restricted keys to customers at a low flat rate.
- COURIERS – Couriers will place deliveries in a separated area and there will be no physical contact with couriers. Deliveries will be disinfected before we handle them.
- SOCIAL DISTANCING – we are employing all recommended social distancing practices.
- SIGNAGE: Displayed around the office and courier area to explain protocols for transmission reduction.
- PERSONAL HYGENE: Use of nano-technology hand sanitisers by all of our staff.

### How are we protecting our customers?

In addition to the measures above, we are implementing the following practices so as to provide the maximum protection to our customers.

- CLEANING – every locksmith van has hand sanitiser and our locksmiths clean their hands between every job. Their vans are also regularly cleaned throughout the day.
- DISINFECTING – all parts such as keys, door locks and padlocks will be disinfected by our locksmiths before handover to our customers.





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## Business continuity measures?

Locksmithing is an essential service and it is critical that we are available to assist our customers whenever required. To ensure continuity of supply to our customers, we have implemented the following measures:

- **TEAM SEPERATION** - We have divided our Toplock employee base into three teams who will work in isolation from each other, with no physical contact. This ensures that if one person contracts the virus, no more than one third of our team will be quarantined.
- **WORKING FROM HOME** – In addition to the above, we have team members working from home and are isolated from our office environment and other Toplock personnel. They will be resources that are available if we have a team that has to be quarantined.
- **SECURITY OF SUPPLY** – We are working closely with our suppliers to ensure guarantee of supply, in conjunction with this we are holding higher minimum stock levels for common items in our warehouse.
- **SUB-CONTRACTOR SAFETY NET** – We have a pool of sub-contractor locksmiths we can call upon to assist, should our manning resources be insufficient for our workload.
- **SHIFT ISOLATION**- If required, we will put our teams on shift work to further isolate them from other teams.
- **KEY POSITION REDUNDANCY**: We have staff trained to cover all roles in the event of absence.

We would like to take this opportunity to thank all our customers for continuing to engage our services throughout this difficult time. Rest assured we are taking this situation seriously and are working to adapt how we do business accordingly.

Thank you and please don't hesitate to ask any questions of us, as we realise these are troubling and unprecedented times.

Regards,

Mark Bowater

Director

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