



*Safety First*

## ***EUROPA SURGES ahead***

as ALWAYS; while ensuring the complete safety and well being of our CUSTOMERS & STAKE HOLDERS



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*Our Purpose is to prevent theft and provide complete peace of mind to our Customers. Safety of our Technician and his family is ALSO equally necessary, especially in these uncertain times.*

*The COVID- 19 Pandemic is not yet over, and we will need to adapt and follow certain SAFETY PRECAUTIONS to maintain the business continuity. As we prepare for resumption of our Operations; Health and Safety of our Employees, Technicians, Stakeholders & their families is our utmost priority.*

*Through this communication ,we are sharing Actions being taken to Support our Technicians to WIN this fight against the pandemic. This guideline is prepared to ensure that we PROTECT our CUSTOMERS & simulatenesouly PROTECT ourselves while on service.*

*We have to stay calm, cautious and united to overcome this and come out much stronger as an INDIVIDUAL & as a TEAM, as in the past.*

*Managing Director*

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# COVID19 PROOF FFS PROCESS FLOW (PFD)

FFS Booking SMS to Technicians & Customer.  
FFS Booking SMS to be revised. 'EUROPA COVID19  
PROOF FFS' details to be enclosed in Customer's  
sms as well as Technician's sms.



Technician to contact EUROPA FFS department  
& give necessary details.



Technician to carry Standard COVID 19 Precaution  
kit along with FFS tool kit.



Technician also to carry Disposable bag & Brush for  
dust collection.



Technician must follow Government, Society &  
Europa COVID19 precaution guideline/ SOP.



Show AROGYA SETU APP self assessed  
updated result to customer.

## COVID19 PROOF FFS PROCESS FLOW (PFD)

Door and surrounding area must be sanitized using sanitisation kit before and after lock installation.



Technician must clean the area and collect the fitment dust in disposable bag and dispose off.



SE (Sales Executive) & FFS department must interact with Technicians on daily basis for moral support as well as to ensure that they are taking necessary precautions.



A feedback call to Customer to ensure FFS quality as well as to confirm that our Technician had followed Covid19 precautions.



If any negligence found in following guidelines then SE or FFS department to counsel the Technician for the first time. Take appropriate actions if repeated.

# TECHNICIAN COVID19 PREVENTION KIT



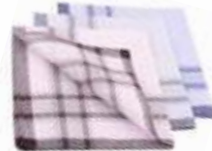
Hand gloves (Spare too)



Paper Soap



Mask



Handkerchief



Goggles



Disposable Bag



Hand Sanitizer



Cleaning Brush

## Sanitizer

Sodium hypochlorite  
Sanitizer solution in  
a Spraying Bottle  
(Sodium hypochlorite 1% +  
Water 99%) - For  
door, tools, vehicle  
& bag sanitization



Water Bottle



# SANITIZATION KIT USAGE & OTHERS



## USING MOBILE PHONE

- Use alcohol based wipes or hand sanitizer to clean Mobile phone surface frequently.
- Must download and use AROGYA SETU APP and keep BLUETOOTH - GPS LOCATION ON in Mobile.



## USING TRANSPORTATION

- Preferably avoid Public Transport.
- Sanitize two wheelers Contact points like handles, grab rails, seat, mirror etc. by using Sodium hypochlorite Sanitizer solution.
- Sanitize your hands Before boarding & after de-boarding.
- Wear proper gear including Helmet & Gloves.
- For ensuring social distance must avoid pillion rider.
- For refuelling, use e-Payments or give exact amount of cash (No return change).
- Avoid any public gatherings and Do not walk in groups & Maintain Social Distancing of 2 meters.



## WASHING HANDS

- Wet hands with water.
- Apply enough soap to cover all hand surfaces.

# SANITIZATION KIT USAGE & OTHERS



- Rub hands palm to palm.
- Right palm over left dorsum with interlaced fingers and vice versa.
- Palm to palm with fingers interlaced.
- Backs of fingers to opposing palms with fingers interlocked.
- Rotational rubbing of left thumb clasped in right palm and vice versa.
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- Rinse hands with water.
- Dry hands thoroughly.



## SANITIZE HANDS

- Washing hands with soap and water is the best way to get rid of germs in most situations.
- If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 70% alcohol.
- Apply hand Sanitizer in a coin size on palm of one hand  
Rub hands together.
- Cover all surfaces until hands feels dry or for 20 seconds.

# SANITIZATION KIT USAGE & OTHERS



## MASK USAGE

- Use triple layered mask. Always carry spare mask too.
- Before putting on a mask clean hands with sanitizer or wash them with soap.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Replace the mask as soon as it is damp.
- Avoid touching the mask while using it.
- Do not reuse a single use mask.
- To remove the mask: remove it from behind.



## WHEN EATING

- Avoid outside food & must carry food from home.
- Avoid extremely cold, raw & uncooked items. Carry only boiled items. Try to avoid Papad, Pickle, Curd, Salad, Ice cream & Chutney powders.
- Must avoid group eating & Sharing Utensils.
- Always use a hygienic area for seating.
- Wash or Sanitize your hands before and after eating.
- Maintain social distancing while seating.
- Avoid mobile usage during meal.



# SANITIZATION KIT USAGE & OTHERS



## SODIUM HYPOCHLORITE SOLUTION

- To prepare Sodium hypochlorite solution take 99% water in the spraying bottle & add 1% Sodium hypochlorite.
- Shake well the Sodium hypochlorite solution before use.
- Always spray the solution very gently and ensure no or minimum overflow.
- Wipe with a cotton cloth if any overflow.
- Gloves and a triple layered mask must be used whenever using the solution.
- Immediately clean the area with water if the solution accidentally falls on your body.
- To the maximum extent possible, fresh solution should be made and used daily.



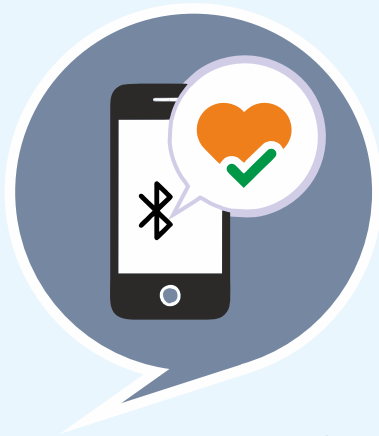
## TECHNICIAN GUIDELINES



*Purpose: Describe the procedure to be followed by EUROPA Technician for lock installation / repair work at Customer end after opening of the COVID-19 outbreak related lockdown.*



## *Before Leaving Home*



- Self declaration from each Technician as per Europa self evaluation/screening form for Covid-19 infection.

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- Every Technician must download and use AROGYA SETU APP and keep BLUETOOTH - LOCATION ON in Mobile. Re-assessment to be done every day after completion of work.

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- Ensure daily bath as well as wearing fresh washed cloths as a basic precaution.

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- All technicians must use full sleeve shirt, Hand gloves, shoes & Face Mask and also carry Covid 19 precaution kit. Also carry extra Face mask & gloves every time.

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- Check the temperature with thermometer - Body temperature below 99°F ~ 37.22° C is acceptable and allowed at workplace. (If body temperature found above 99° F, then Technician should not go for work).

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- In case any Technician is found having fever, cough, breathing problem; he is required to inform concerned department / FFS head and the person should not attend any lock fitment service.

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- All must carry Water Bottle, Lunch Box & Pen from home.



## *Customer Confirmation*



- At the time of Booking inform customer our 'Corona Outbreak SAFETY policy'.
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- Confirm Customer Area/location Zone (Red, Orange, Green).



- No Service to be provided in containment zone, RED zone area service to be confirmed with Service head in HO, Remaining area service to be provided with all safety measures.



## *Transportation*



- Preferably avoid Public Transport.

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- Sanitize your hands Before boarding & after de-boarding.

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- Wear proper gear including Helmet & Gloves.

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- Avoid pillion rider.

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- Avoid any public gatherings and Do not walk in groups & Maintain Social Distancing of 2 meters.





## *Before Entering Into Customer Premises*



- Use mask all time do not remove face mask for any reason.
- Do not use tobacco, cigarettes, pan, gutka inside the site while working.



- Always sanitise all tools, Bag before entering into customer premises.



- After reaching to customer address area, from society gate call to customer and confirm your presence. Insist customer to keep the door open to avoid using door bells.



- Society Permission if any required for site, should be obtained. Ask customer to arrange for same.
- Avoid the lift and use the staircase, avoid touching to railings in business place.



- No Handshakes, Greet your hands in Namaste.
- Show customer your Arogya Setu app updated self declaration status as you are safe.



- Explain to customer what care you are taking at site to prevent Covid19.



- Politely refuse water, tea, food if offered.
- Strictly do not use customer belongings like chair, tools, broom etc.



- Every time keep distance of 6ft with others.
- Every time sanitize Door and 3 Feet area nearby.
- After Lock Fitting completion, Sanitize all utilised area completely.
- After Lock installation all dust & waste which is generated during lock installation should be collected by technician in disposable bags. Use cotton bag if plastic garbage bag is banned by government in the area.



- Take FFS slip sign from customer, ask customer to use their own pen.



## *After Leaving Customer Place*



- After coming out of customer society, compulsory wash hand for 20 sec. with Soap/hand wash also after work completion sanitise Shoes & tool bag.

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- For next Customer Visit, follow Same procedure as above.

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- Before & after every customer visit inform to your superior.

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- Properly dispose the garbage in a right place.





## *After Going Home*



- After full day work completion before going to home wash Hands, sanitise tool bag, shoes, clothes being worn, etc.

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- After reaching home keep Tool Bag, Shoes at a safe distance and immediately take a bath and give clothes in laundry or do self wash before bath.







## *Implementation*

- The Management is closely and constantly monitoring the situation in the country and will be reviewing the guidelines, as necessary. The same will be communicated to all.
- In the interest of the collective safety of all, if you or someone you know is suffering or exhibiting the symptoms of COVID-19, please bring it to the notice of the HO Team by informing to -

**NILESH KADAM - +91 8308816740**





# SAFETY FIRST



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Further, follow all decisions imposed by the local/district/state administration,