



COVID 19 POLICY

Coronavirus (COVID-19) is a new respiratory illness (that can affect your lungs and airways) and has not previously been seen in humans. This type of coronavirus is also known as SARS-CoV-2. The World Health Organization (WHO) has declared the Covid-19 (Coronavirus) a PANDEMIC. The general public are advised to follow advice from the Health Service Executive (HSE) and the Health Protection Surveillance Centre (HPSC) to protect their health

Common symptoms of coronavirus include:

A fever (high temperature - 38 degrees Celsius or above).

A cough - this can be any kind of cough, not just dry.

Shortness of breath or breathing difficulties.

The best way to prevent person-to-person spread of COVID-19 is to use proper hand hygiene and respiratory etiquette and practice physical distancing.

Our Technical and Procurement Manager-Dermot Coogan has been appointed to oversee the implementation and observance of AAA Mobile Windscreens measures to help prevent the spread of COVID -19.



AAA MOBILE WINDSCREENS COVID-19 PROTOCOLS

AAA Mobile Windscreens continue to provide a nationwide service by calling to your home, farm or business.

Safety is of course of paramount importance to continue to operate at this time in a way that mitigates the risks posed by COVID-19. AAA MOBILE WINDSCREENS are enforcing specific COVID 19 protocols and policies across our entire organisation to help protect you our customers and our staff. These protocols are based on the Return to Work Safety Protocol guidelines prepared by the Department of Business, Enterprise and Innovation, the Department of Health and SIMI - Return to Business guidelines.

These procedures include:

- ✓ Strictly adhering to the latest advice from the Government, HSE and SIMI.
- ✓ We have made Hygiene practices and Physical distancing practices our top priority.
- ✓ Our employees are appropriately trained to ensure our COVID 19 protocol is followed at all times. Employees returning to work must follow Government protocols.
- ✓ All work areas are properly cleaned, serviced and sanitised regularly. All employees are fully briefed about our strict general hygiene rules. Office meal times and breaks are staggered.
- ✓ We are currently taking phone bookings only and our offices and warehouse locations are not presently assessable to the public in order to eliminate as far as possible interaction between staff and customers. Anyone arriving at our offices should communicate as directed by the signage on the main door.
- ✓ We have identified and suspended all non-essential operations which do not directly impact business functionality.
- ✓ We are in constant communication with our suppliers, customers and employees to provide up to date and reliable information and to minimise physical interaction.
- ✓ We have equipped our Autoglazing technicians with the necessary equipment to clean and sanitise their hands before and after every appointment, to clean and sanitise vehicles focusing on the main touch points (including keys) and to clean and sanitise tools used.



- ✓ Our Autoglazing technicians use a new pair of gloves while working on each customer's vehicle which will be correctly disposed of on completion of work.
- ✓ We have minimised the sharing of equipment and/or tools.
- ✓ We have ensured that all staff are fully aware of the procedures to comply with if they feel unwell/are worried re COVID-19.
- ✓ Additional office measures such as protective screens and an increased ventilation policy are in place.
- ✓ No courtesy vehicles will be made available at this time.
- ✓ This policy is fluid and subject to change and AAA MOBILE WINDSCREENS will address issues as they arise.

How COVID-19 is spread and what is are the symptoms

- ✓ The COVID-19 virus spreads primarily between people who are in close contact with one another. Through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow) and physical distancing.
- ✓ It can also be spread indirectly, through contact with an object, hand or surface that an infected person has coughed or sneezed on and then touching their eyes, nose or mouth before washing your hands.

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.



Symptoms

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

COUGH – This can be any kind of cough, usually dry but not always.

FEVER - High temperature over 38 degrees Celsius.

SHORTNESS OF BREATH

BREATHING DIFFICULTIES

Most people who become infected experience mild illness and recover, but it can be more severe for others. You may display one, some or all of these symptoms. If you are experiencing worrying symptoms, you should contact your GP or call HSE Live 1850 24 1850.

Protective measures and how to prevent the spread of disease

Take care of your health and protect others by doing the following



Stay Informed and follow advice of Health advisories

As this is an evolving situation national and local authorities will have the most up to date information on COVID-19, so stay informed of the current situation. The latest information on the COVID-19 outbreak, is available on the World Health Organisation WHO website, through our Health Service Executive (HSE) Gov.ie and other government agencies.



Wash your hands frequently

Regularly and thoroughly clean your hands with liquid soap and water as this will kill viruses that may be on your hands and avoid touching your face.

<https://www2.hse.ie/wellbeing/how-to-wash-your-hands.html>

Visit <https://youtu.be/IsgLivAD2FE>

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Maintain Physical/Social distancing

Physical distance helps to slow the spread of the coronavirus by minimising contact. You should maintain at least 2 metre distance between yourself and other people. Do not shake hands or make close contact with people. Social Distance should be practiced everywhere outside the home.



Stay at home if you feel unwell

Inform the main office and advise if assistance is required.



Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.



Practice good respiratory hygiene

Make sure you follow good respiratory hygiene, when coughing and sneezing you should cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately into a closed bin and wash your hands.



Clean and disinfect frequently

Touched objects and surfaces, using disinfectants to clean surfaces. Tools, mobile phones, vehicle touch points, pens and equipment keypads after each appointment.

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Disposable Gloves

Wear a new pair of disposable gloves for each job. The virus can get on gloves the same way as your hand and you can contaminate yourself when taking off the gloves or touching surfaces. Dispose of single-use gloves correctly to minimise risk of contamination and wash your hands.



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The most effective ways for employees to protect themselves and others against COVID-19 is regular hand-washing, good respiratory hygiene and follow physical distancing guidelines.

AAA Mobile Windscreens follow the latest public health advice and guidance from the Department of Health and the Health Protection Surveillance Centre. We continue to identify and implement suitable control measures to mitigate the risk of COVID-19 infection in our work environment. We constantly disseminate the company's COVID-19 procedures and policies together with public health measures to all employees. Our Health and Safety policy is under constant review to take account of any changes to the work activity that may arise following implementation of the public health recommendations.

COVID-19 CO-ORDINATION

Our Technical and Procurement Manager- Dermot Coogan is the AAA Mobile Windscreens COVID 19 co-ordinator.

Employees are provided with up to date reliable information.

Suppliers and customers are provided with up to date reliable information.

Up to date signage has been put in place.



A COVID 19 response plan is in place.

A training programme and hygiene policy are in place.

Plans are in place to meet our customer's needs.

A COVID 19 protocol is available on our website.

Business continuity plans have been discussed with our suppliers.

Immediate action will be taken following a suspected case.

Hygiene Practices

The health, safety and well-being of our customers, our employees and our community are of utmost importance. AAA Mobile Windscreens minimise the risks posed by COVID-19 by using best practices to clean and sanitise facilities and vehicles. We carry out necessary glass repairs and replacement by using new methods to conduct business via physical distancing and strict hygiene rules. (See COVID 19 Protocol on our web site)

All staff are fully aware of the strict HSE guidelines around hand washing, coughing and sneezing etc. Posters promoting hand-washing are displayed throughout our premises — See HSE recommendations for hand washing: <https://www.hse.ie/wash-your-hands>

AAA Mobile Windscreens employees will ensure they are familiar with and follow hand hygiene guidance and advice on the posters displayed throughout the work areas. They must wash their hands with soap and water or with an alcohol-based hand rub regularly and in particular:

- After coughing and sneezing.
- Before and after eating.
- Before and after preparing food.
- If in contact with someone who is displaying any COVID-19 symptoms.
- Before and after being on public transport (if using it).
- Before and after being in a crowd.
- When arriving and leaving the workplace/other sites.



- Before having a cigarette or vaping.
- When hands are dirty.
- After toilet use.

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1. Avoid touching their eyes, mouth, or nose.
 2. Regularly use hand sanitiser/hand wipes/hand washing facilities provided.
 3. Do not share objects that touch their mouth, for example, bottles or cups. Use their own pens for signing in and only use their own mobile phones.

Cleaning

All work areas and frequently touched objects and surfaces are cleaned at regular intervals using disinfectants to kill germs on the surface and lower the risk of spreading infection.

Such as:-

Entrance and interior door handles, key pads, push plates, door controls and door release button.

Alarm keypads/ card readers/light switches

Stairwell railings

Communication equipment i.e. computer keyboards, computer mouse, headsets, phone and printers etc.

Work stations desks and chairs.

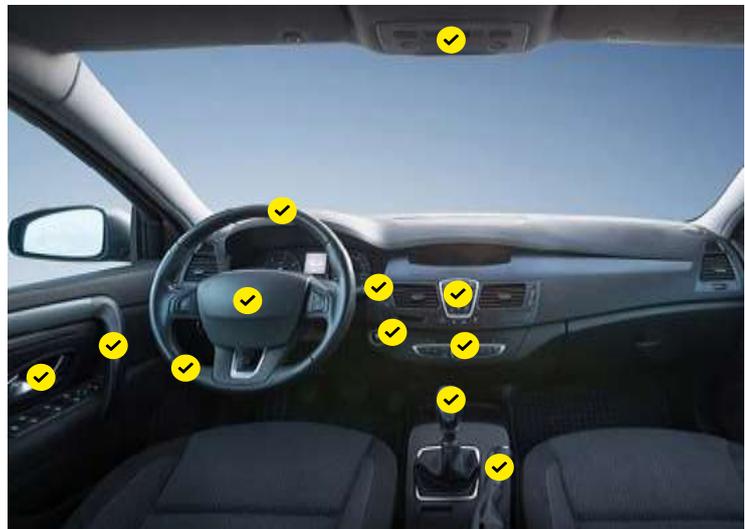
Manual handling equipment.

Fridge, microwave and Kitchen equipment

Cleaning and Sanitising Vehicles

Vehicles are to be cleaned and sanitised after each repair or fitting appointment.

COVID-19 can be spread through contact with contaminated surfaces therefore cleaning and disinfection practices are important. Disinfection should focus on all the frequently touched points within the vehicle.



The steering wheel, the stalks on the steering column (indicators and windscreen wipers, cruise control), gearstick, cup holders, elbow rests, handbrake, seat buckles, radio and entertainment controls, seat position controls, rear view mirror, door handles interior and exterior.

Disposable gloves are to be worn for cleaning; these gloves should be carefully disposed of after use. Similarly, disposable cloths or paper towels should be employed.

Hands should be washed with soap and water for 20 seconds after removing the gloves which should be disposed of correctly. If this is not possible on site use disposable wipes.

Washing kills the virus on your hands and prevents the spread of COVID-19

**AAA Mobile Windscreens
implement physical/social
distancing measures across all
areas of our business.**



Coronavirus
COVID-19
Public Health
Advice

Protect each other
Stand apart



Rialtas na hÉireann
Government of Ireland

