

ADDITIONAL SAFETY MEASURES TAKEN THROUGHOUT THE CORONAVIRUS EPIDEMIC



SAFETY IS OUR TOP PRIORITY

Thank you for choosing us, your local installer of Windows, Doors and Conservatories.

We understand there could be some apprehension in allowing tradespeople into your home following the lock down, but can assure you that the welfare of our customers and staff is of paramount importance and we will adopt a 'Safety first' attitude to any contact we have throughout your home improvement.

These are unprecedented circumstances and our working practices have therefore been adapted accordingly. Here are some of the ways we have adapted our working practices to ensure your safety, and the safety of our workers.



SAFE PROCEDURES

- Wherever practical, we will discuss your project over the phone/video/ email to minimise the necessary time in the house.
- Once at your home, we will conduct as much of the work as possible outside of the property.
- We will not shake hands but will remain polite, professional and courteous at all times.
- A safe distance will be maintained (at least 2 metres) from any household occupants at all times
- We will ensure good ventilation in the area where are working.
- Workers will operate in one room at a time and where possible behind closed doors, separate from any contact with householders.
- Wherever possible we will take care of payments digitally.

ILL HEALTH

- No employees of the company will be permitted to visit your property if they are showing symptoms of the virus however mild. They will be instructed to self isolate at home in accordance with guidelines.
- We will notify all clients in advance of our arrival and check if anyone in the home is sick or quarantined. If the answer is "yes" we will postpone the job.
- No employees of the company will be permitted to visit your property if a member of your household is showing symptoms of the virus.
- If a customer has stated that no one is sick, but our worker arrives and finds that someone in the home is showing symptoms, we reserve the right to leave and discuss doing the work later.
- No work should be carried out in any household which is isolating or where an individual is being shielded, unless the work is to remedy a direct risk to the safety of the household, such as making the property secure.

CLEANLINESS

- On entry to your home we will wash our hands using soap and water for 20 seconds and wash our hands regularly throughout and when leaving the property.
- Where facilities to wash hands are not available, hand sanitiser will be used, and will be carried at all times.
- The use of dust sheets should continue and be increased to make sure any foot traffic through the property is shielded.
- While in homes, as much as possible, workers will avoid unnecessary touching of surfaces.
- Workers will wipe down window and door handles and any other points of contact with antibacterial wipes before leaving your property.

If you have any concerns, please contact our office to help put your mind at rest.