

COVID19 Safe Operating Procedures Guide

Protecting Our Customers

We are delighted to have reopened our doors following the COVID19 lockdown and we look forward to helping you with all your home improvements again.

The safety of our customers, however, is our top priority, which is why we would like to reassure you that we are taking all necessary steps required to protect both you and your families and carry out all work as safely as possible.

We are operating under the Government's COVID-19 Safe Operating Procedures and adhering to the strict social distancing guidelines at our head office and depot.

This includes all employees washing their hands with hand sanitiser; sanitising all hard surfaces; all installers/storeman/managers utilising disposable masks and gloves when there is no other option to work within 2.0m of any other person; all visitors kept to a minimum; training on the safe operating procedures given to all staff; any employee showing any COVID19 symptoms remaining at home.



Our Showsites

We understand that you will want to visit one of our 3 showrooms to view our products. It's why the following rules will be followed:

- All hard surfaces will be sanitised, especially high-traffic areas such as door handles and lights switches every day.
- All demonstrators and designers will have access to disposable masks and gloves.
- We ask that customers bring their own masks and gloves during their visit to the Showsites if required
- Hand sanitiser made available on entry to our Showsites.
- High contact areas wiped with antiseptic wipes following each customer visit.
- Training on social distancing requirements and the use of provided PPE given to all demonstrators and designers.

Appointments

We know that there is bound to be a period of adjustment and it may take some time for you to be completely comfortable with salespeople and surveyors visiting your homes. That's why:

- Designers/salespeople/surveyors must contact the client prior to their visit to explain the social distancing requirements for the visit.
- All discussions between designer/salespeople/surveyors and the client will take place outdoors (where feasible) or via email following the appointment where possible.
- All designers/salespeople/surveyors will have access to disposable masks and gloves for the full duration of all visits.
- Designers/salespeople/surveyors to wash hands upon entry and exit to clients' property or utilise hand sanitiser.
- Training on social distancing requirements and the use of provided PPE given to all designers/salespeople/surveyors.



Installations

When carrying out your work, our priority is keeping you safe and protecting our workforce which is why all our installers and engineers will be issued with the correct PPE, including disposable face masks, disposable gloves, hand sanitiser and antibacterial wipes.

To ensure everyone's safety, we will be adhering to the following:

- Where possible, we will discuss your project over the phone/ video/ email to minimise the necessary time in the house
- Booking staff must contact the client prior to visit to explain the social distancing requirements for the visit (no hand shaking etc.).
- All discussions between installers/managers and the client to take place outdoors (where feasible) or via email/phone following the appointment where possible.
- All installers/managers to utilise disposable masks and gloves for the full duration of the installation and on any visits.
- All installers/managers/trades to wash hands upon entry and exit to clients' property or utilise hand sanitiser.
- Conservatory installers to minimise the need of entry to the customers' property – we can arrange portaloos on customer request so this can be factored into the order prior to processing.
- Where installation teams share a van, these will be cleaned down regularly with particular emphasis on handles and other high contact areas. Windows will be kept open when driving and the passenger is to face away from driver.
- Training on social distancing requirements and the use of provided PPE given to all installers and managers.
- Where possible, we will take care of payments digitally