

COVID19 Safe Operating Procedures Guide

Protecting Our Customers & Staff - Update 27th April 2022

As a team at Sherborne we have a responsibility to our staff and customers to make the environments we work in as safe as we can.

In line with the new Government guidelines all visitors to our showrooms will now be able to make their own choice as to whether they wish to wear a mask or not, our team will happily wear a mask (or not) when speaking with visitors in our showrooms.

For all other areas of the business we have made the same decision and it will now be a personal choice if staff wish to wear a mask (or not), when we visit clients homes we will happily wear a mask if you would prefer us to do so and again some of our staff may choose to wear mask regardless of the rules in place.

The safety of all we come into contact with 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.

This includes all employees washing their hands with hand sanitiser; sanitising all hard surfaces; all Sherborne team members utilizing disposable masks and gloves when required, we will continue to deliver training on the safe operating procedures to all staff.

Any employee showing any COVID19 symptoms will remain at home.



Our Showsites are open.

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

- Masks can be worn by all visitors & staff, it is a personal choice.
- 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 as 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

- A member of the Sherborne team will contact the client prior to their visit to explain the social distancing requirements for the visit.
- All discussions between the Sherborne team and the client will take place outdoors (where feasible) or via email following the appointment where possible.
- All Sherborne team members will have access to disposable masks and gloves as required for the full duration of all visits.
- All Sherborne team members 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 Sherborne team members.



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 as required 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

by **Sherborne**