

COVID-19 SAFE

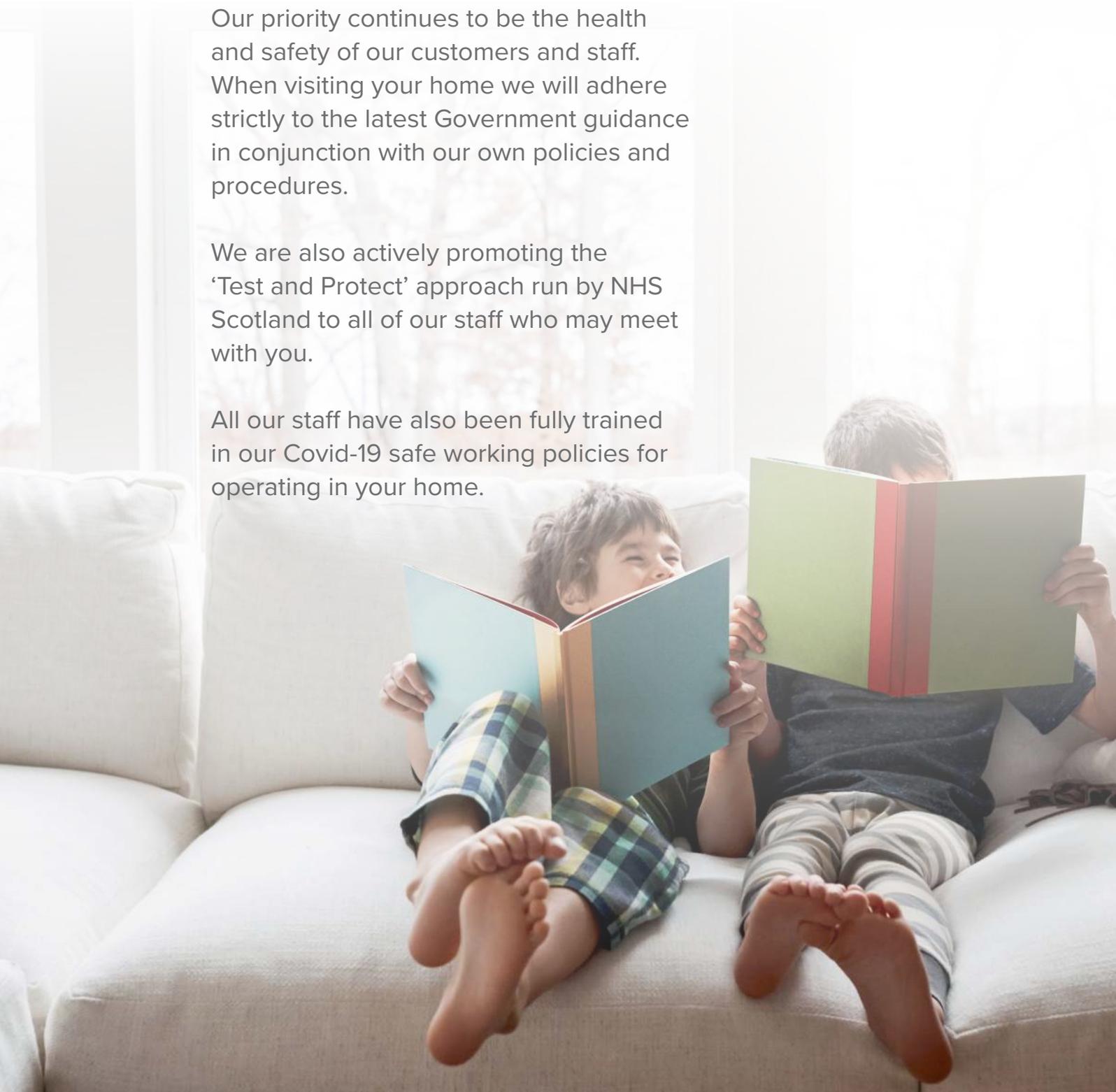
Working safely
in your home

Updated 23/04/2021

Our priority continues to be the health and safety of our customers and staff. When visiting your home we will adhere strictly to the latest Government guidance in conjunction with our own policies and procedures.

We are also actively promoting the 'Test and Protect' approach run by NHS Scotland to all of our staff who may meet with you.

All our staff have also been fully trained in our Covid-19 safe working policies for operating in your home.



Working safely.

General guidance.



Every aspect of our operation has been comprehensively risk assessed with suitable controls established. All relevant personal protective equipment has been provided to our staff.



All our staff have received extensive training on our Covid-19 safe working policies, all of which will be reviewed on a regular basis.



When our staff visit your home they will arrive wearing gloves, a face covering, and will stand 2m back from your door to allow social distancing when they introduce themselves. 2m social distancing will be maintained wherever possible both inside and outside of your home. If this is not possible they will wear the face covering they have been provided with.



To keep everyone safe we are avoiding shaking hands and taking refreshments in your home. Our staff will make their own arrangements for refreshments, if this is appropriate, in accordance with our policies.



Where practical, our staff will wear gloves to help avoid any contamination and they will also disinfect the products that they have worked on when required.



Any paperwork that you need to sign will be left at an agreed place so that any exchange can be done from a safe distance.



We will not carry out any work in your home if anyone is shielding, self-isolating or in quarantine following a trip abroad. Our contact team will discuss this with you when we book any appointment.

What we will do while we are in your home.



Sales designer

Our sales designer will wear gloves and a face covering during their visit. They will only remove them if a 2m social distance can be maintained and if you are happy for them to do so. If they need to take measurements they will wear their personal protective equipment throughout this process while also maintaining a safe distance.



Surveyor

Our surveyor will adhere to the same guidelines as our sales designer. They have a checklist to review with you at the end of their appointment and they will do this from a safe distance, while wearing a face covering. Any exchange of documents will be done in accordance with our policies.



Installation team

Our installation teams work in pairs and they have all the necessary personal protective equipment to travel safely to and from your home. When our team has completed your installation they will demonstrate how your products operate from a safe distance, while wearing gloves and face coverings. They will remove any debris, tidy up with their own vacuum cleaner and disinfect the products they have installed. Again, any exchange of documents will be done in accordance with our policies.



FIX or service technician and follow on trades

If you require a visit from a painter or plasterer, FIX or service technician they will follow the same principals outlined above. If it's possible for them to carry out any of the work from the outside they will inform you of this from a safe distance and therefore not enter your property at all.



Manufacturing plant

Our factory team has also been trained on the relevant safe working practices and specifically on how to handle materials. We are also communicating with all our suppliers to ensure that they have suitable controls in place to deal with Covid-19.

What you can do to prepare your home.

Please inform us if anyone in your household is shielding, in quarantine following a trip abroad or displaying symptoms of Covid-19 in advance of any visit from our staff.

It would be a great help if you could move as much of your furniture as possible and take down curtains or blinds in advance of any installation or service work. We understand that this is not always possible and our staff have all the necessary equipment to work round this safely if required.

Let us know upon arrival where you would like us to discuss our installation or service work with you. Ideally this room would allow us to maintain a 2m social distance and would be well ventilated.

You could also help by leaving internal doors open where possible to minimise contact

with door handles, although our staff are all equipped with gloves.

You don't need to be present for the installation. If you would prefer we can meet you at your home on the first morning to collect keys.

We can discuss any preferences you might have with regard to the order in which we fit your new windows and doors to cause the least disruption to you and your family. Please speak to our contact team or surveyor if you have a specific request.

While it can be exciting to get your home renovated, where possible please ask your family members to stay clear of our teams working area; you can then get a good look when they leave the room.

Our priority continues to be the health and safety of our customers and our staff and we are committed to reducing risk in relation to covid-19.

In addition to the information provided within this document there is much more we are doing. Similar safe working policies have been implemented throughout the company to ensure we keep everyone safe.

If you have any questions or would like to highlight any concerns, please contact us prior to your appointment and we will be happy to provide you with any further information you may require.

Please call us on 01383 732181 or email us at service.centre@crsmith.co.uk

