



## OBJECTIVE

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Mitigating and managing risks relating to COVID-19 in our Showroom, Stores, Offices and Customer's homes.



### SELF ISOLATION

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Personnel or customers meeting any of the following criteria are told **not** to attend work or **cancel** any works planned at their home.

- COVID-19 Diagnosis
- Symptoms such as a high temperature or persistent cough
- A vulnerable person by virtue of age, underlying health condition or pregnancy
- Living in a household with someone isolating or vulnerable



## CUSTOMER'S HOMES

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### ▪ VETTING BEFORE ENTRY

Both when scheduling appointments and immediately before entering a customer's home we will ask a number of vetting questions to ensure it is safe and appropriate that we conduct the visit. We will also complete customer specific Risk Assessments and implement specific risk mitigations prior to commencement of any work.

### ▪ SANITISATION

Hand sanitiser is provided to all personnel for use immediately before entering a customer's home. Window/Door frames and handles will be sanitised after installation.

### ▪ SOCIAL DISTANCING

We aim to conduct visits safely, by adhering to social distancing guidelines of 2 metres at all times. We would ask for customer co-operation in allowing our personnel to conduct works at a safe distance and if at all possible we ask that you vacate the property during installation works.

## SHOWROOM – STORES - OFFICES

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Adhering to Social Distancing guidelines, using protective screening and implementing an enhanced cleaning programme will mitigate risk in our Showroom, Offices and Stores. As our Showroom has always operated on an "Appointment Only" basis we can ensure that only the members of one household and one member of our personnel will be present at any time.

## PPE PERSONAL PROTECTIVE EQUIPMENT

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Hand Sanitiser, Face Masks and Disposable Gloves are provided to personnel for use as required. Tools, equipment and mobile phones are to be sanitised regularly.