

Latchford Village Windows

SAFE OPERATING PROCEDURES

**A Guide for our customers in
light of COVID-19 (Coronavirus)**



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Safe Operating Procedures – A Guide for Latchford Village Windows Prospects & Customers in light of COVID-19 (Coronavirus)

1 - An Introduction – The reasons for providing an Operating Procedure

Latchford Village Windows hold in paramount importance the safety of our team members and customers. This document details how we will operate all forthcoming sales, survey and installation procedures.

The following guidance is in reaction to the COVID 19 outbreak in the UK and is compiled based upon the current advice and guidance as set out by the Directorate of Construction within the Department for Business, Energy & Industrial Strategy who on 7th April clarified the situation with the following quote:

“There is currently no distinction between essential and inessential construction work in England. The Government’s position is that construction work can continue, provided the worker is not displaying symptoms of Covid19 (coronavirus), does not need to self-isolate for another reason, and that the work can be done in a manner consistent with the guidelines published by Public Health England (PHE)”

In these exceptional circumstances current Government advice is to adhere to the rules of social distancing characterised by maintaining at least 2 metre separation between any persons other than those within the same household.

Our health and safety assessments call for the following precautions before any work is undertaken:

- All Latchford Village Windows team members follow the rules of social distancing with the minimum of 2-metre distance applied at all times whether at work or outside of work,
- Latchford Village Windows team members are not to attend a workplace if a member of the customers’ household is displaying any signs or symptoms associated with COVID 19,
- Latchford Village Windows team members are not to attend a workplace if a member of your customer household is displaying any signs or symptoms associated with COVID 19,
- All Latchford Village Windows team members must follow hand and respiratory hygiene rules as advised by the public health organisations,
- Latchford Village Windows team members will use hand sanitiser which will always be carried on their vehicles, both before entering the home and upon leaving customer premises.

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In order for Latchford Village Windows to compile a full and comprehensive risk assessment we would ask the homeowner to advise us if they, or any member of their household, was affected by or has shown symptoms of Covid 19 within the last 14 days prior to the arrival of any representative to their home.

2 - Sales Appointments

Where, at all feasible, before visiting any premises for the purposes of conducting a sales visit we will endeavour to ascertain as much information regarding the project remotely as possible. This may be by 'virtual appointment', such as Skype, Facetime or WhatsApp or simply via telephone.

Where possible, questions and queries appertaining to the appointment will / can be asked via email or phone following the visit to minimise potential contact.

3 - Survey Appointments

Using a lot of the information gained from the sales appointment, the surveyor will prepare the survey before visiting to minimise the time on site. Where internal measurements are required to be taken, the surveyor shall ask if he can access the room in question unaccompanied. The 2 metre distance rule will always be observed.

If necessary, and where possible, any survey queries for resolution will be conducted remotely with the customer once the surveyor has left site.

4 - Installation and Post-Installation

Start times / load up times from our warehouse will be staggered to ensure that there is no congestion. 2 meter social distancing will always be observed.

Working methods will be individually assessed and considered by the installer at each installation location within the home, to ensure the homeowner can be safely located in an area away from the immediate working vicinity until the installation is complete and has been fully cleaned down.

The homeowner will be asked to refrain from making drinks or preparing food for any Latchford Village Windows worker whilst in the home and will always be respectfully asked to maintain the 2 meter distance ruling between themselves and any Latchford Village Windows worker.

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For your piece of mind, we have also briefed our workforce that if any of them were to fall ill, develop a high temperature or develop a persistent cough in the workplace, they must:

- Return home immediately,
- Avoid touching anything,
- Cough or sneeze into a tissue and put it in a bin.

They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.

At the time of writing, there are no specific guidelines given by the Government detailing that any of these PPE items are to be worn as standard whilst undertaking our works, but it will be carried on the Latchford Village Windows vehicle and it will be worn at the request of the homeowner, without question, if requested.

It should be noted that our supply chain is working in accordance with our procedures and our sister factories that are producing the products we install will be observing social distancing – in addition to this they have been deep cleaned, have plentiful access to hand sanitizer and PPE and have been trained in the best practices to ensure all risk is eliminated.

All after sales and service appointments will follow similar guidelines to the above.

5- Summary

To re-iterate our earlier points:

In order us to compile a full and comprehensive risk assessment we would ask the homeowner to advise us if they, or any member of their household, has shown symptoms of Covid 19 within the last 14 days prior to the arrival of any of our team members to their home.

We will also ask for confirmation that:

- Upon installation, are we able to park more than one vehicle for the duration of the works,
- You kindly refrain from making drinks or preparing food for any Latchford Village Windows worker whilst in the home and will always be respectfully asked to maintain the 2 metre distance ruling between themselves and any Latchford Village Windows worker.

These Site Operating Procedures will be reviewed as and when the government advice is revised but was accurate at the time of writing – Tuesday 21st April 2020

