

- **This guide has been compiled to provide guidance as to how we will approach showroom appointments**

AMENDED INTRO
ON 10/05/21

Introduction: As we slowly start to move out of lockdown we must continue to take extreme care in everything we do. Our overriding aim is to continue to supply our loyal customers with quotations and support for all of their projects in the safest possible way.

There are still challenges ahead but if we work collaboratively with our customers with these goals in mind we will no doubt overcome all potential obstacles and maintain the highest standards possible as we have always done for 40 years.

As we go about our daily business there will be many practical decisions to make and many questions to answer—but the overriding consideration that will inform every decision we make will be **the health and safety of our customers and**

Our showroom visits normally consists of just one member of staff per visit—it is very rare that more than one member of the design team is required to attend except if the solution required is a particularly complex or large one





Changes to this policy:

It is clear that this written policy will need to be revised and updated on a continual basis as the months progress—this will be undertaken by the Directors of Finesse Windows Ltd after careful consideration of all of the facts as they come to light.

- Whilst we will always listen to all constructive and valuable input from all stakeholders in the business (e.g. customers, staff, sub-contractors, suppliers) as the situation evolves **the final decision as to any change in policy can only be made and communicated by the Directors**. This policy cannot be changed by anybody else in the organisation.

Trusted sources of information:

All decisions taken will be based upon best practice advice as provided by recognised authorities only i.e. ‘the Government’ and the ‘Health & Safety Executive’ as well as by recognised trade bodies in particular ‘Which? Trusted Traders’ and ‘FENSA’.



Beware of fake news and over-exaggeration.

Since the outbreak of the coronavirus pandemic there have been multiple examples of ‘scare mongering’ stories that are purely intended to provoke panic and induce anxiety. The problem this brings is that if unchallenged, these stories can lead to bad and potentially harmful policy decisions being made. It is important therefore that we do not spread or react to this type of news and instead that we only react to verified news that is supplied in the main via the organisations listed above.



HM Government

ADDITION ON
12/05/20

1. Thinking about risk

Objective: That all employers carry out a COVID-19 risk assessment.

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

Government document: The main document that relates to our 'service and survey' responsibilities as defined by the Government be found on the Government website by following this link:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

ADDITION ON
12/05/20

Risk assessment: as per the instruction given by the Government on 11/05/20 we confirm that we have given proper attention to our responsibilities and have assessed the risks involved in operating safely and responsibly. We believe that we are implementing everything that is reasonable to do so to minimise risk whilst recognising that it is not possible to completely eliminate the risk of COVID-19. This signed document states as such.

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer FINESSE WINDOWS LTD Date 12/05/20

Who to contact: RUSSELL BRIDGE 0121-451-3724
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)



- We consider our work to be a 2 way collaboration with our customers—we are providing a service and we must fulfil this professionally—in turn, our customers also have a duty of care to us to ensure we are able to work safely:

Stage 1: before customers arrive

Stage 2: upon arrival at our premises

Stage 3: during the showroom visit

Stage 4: at the end of the visit

Stage 1: before customers arrive

ADDITION ON
12/05/20

- **CUSTOMERS:** If you are displaying any type of symptom of coronavirus—you should be isolating as per Government guidance. We will not allow anybody displaying any symptoms into our building. If you believe you have symptoms you must let us know immediately so that we can re-schedule our plans.

Symptoms

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- **loss or change to your sense of smell or taste**

- new continuous cough and/or
- high temperature

ADDITION ON
19/05/20

- In turn, we will ensure that all designers are free from symptoms for coronavirus and that they are self isolating as per government guidelines should this be the case.
- You must also inform us if you are ‘clinically vulnerable’ or ‘clinically extremely vulnerable’ prior to installation so that we can make adjustments to our methods

ADDITION ON
12/05/20

- **DESIGNERS: Two way decision making:** It is crucial that you understand that you are free to discuss any concerns you have regarding this safety plan with your line manager or any member of the management team. We will always take time to consider your input and agree ways forwards collectively whenever possible

ADDITION ON
12/05/20

- **DESIGNERS: Clinically vulnerable:** You must inform your line manager or any member of the management team if you are designated as ‘clinically vulnerable’ or ‘clinically extremely vulnerable’ - so that this can be considered as part of our risk assessment



Stage 1: before customers arrive

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10/05/21

SHOWROOM VISITS NO LONGER HAVE TO BE PRE-APPOINTED—WE WILL ACCEPT ‘WALK-IN’ VISITS (SUBJECT TO BEING ABLE TO MAINTAIN SOCIAL DISTANCE INSIDE THE SHOWROOM)

- We would still encourage visitors to pre-book appointments if possible to help us co-ordinate correct levels of staff
- Showroom visit appointments can be made via the appointment booking portal on our web-site or via a phone call

- Every customer visit will be accompanied—meaning that we will allocate a designer to each visiting customer to guide them through the covid secure process and to offer advice relating to our products

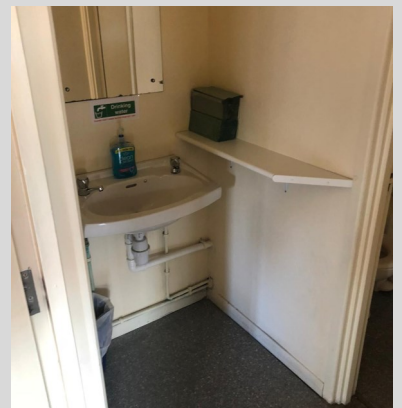


Stage 2: upon arrival at our premises

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• **We expect the following process to be adhered to every time upon arrival:**

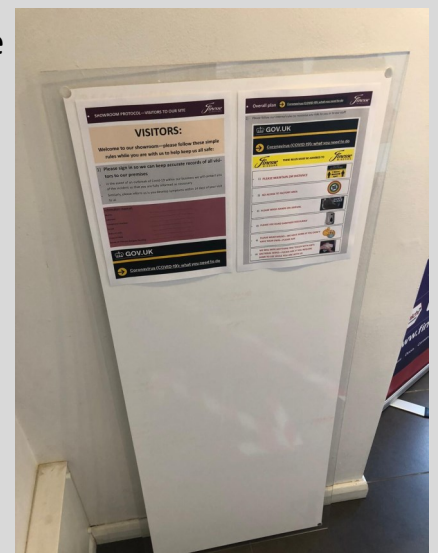
1) **Wash or sanitise hands**—please use the hand washing area located immediately to your right which will be made available for you to use. Or use the hand sanitising station in Reception which is provided for your use.



2) **Wear a face covering**—as per current guidance we expect all visitors to bring their own face covering—we will provide a face covering if you do not have one.



3) **Sign in at reception or register your visit on the NHS app**—we are operating a policy of recording the names and contact details of every person that visits us. This is purely to ensure that we are able to contact all visitors if it transpires that we suffer an outbreak within our business.





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- We are sorry that we are not able to offer you our customary welcome with a warm handshake and we apologise in advance for the impression this may give—we assure you that you are most welcome



Stage 3: during the showroom visit

- Our designer will be at your service throughout your visit where possible. Please feel free to ask them as many questions as you require to gain a full understanding of our products. However, we will be enforcing the following rules throughout:

1) Please maintain a **2m distance** all times—we have placed markings on the floor throughout the showroom to help us all to remember to keep our distance from each other





2) **Anti-bacterial wipes:** Please try to avoid touching surfaces wherever possible. Our designer will be responsible to wipe down any areas that have been touched after the visit has concluded—but please help us to keep this task to a minimum by avoiding touching products unless necessary.

If you do require any antibacterial wipes during your visit for any reason please ask us and we will be happy to provide some for your use



3) **Hand sanitiser**—we have a plentiful supply of hand sanitiser on site—please make use of this frequently during your visit by using the dispenser located in the showroom reception area



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4) Stay within the **'downstairs showroom'** area only unless accompanied by a **member of staff:** We have decided to allow accompanied access to the upstairs showroom area and to a small portion of the factory area so that customers can get a full understanding of our processes and manufacturing capabilities. However, please do not go to any area of the building other than the downstairs showroom area unless accompanied.



Stage 4: at the end of the visit

- If any paperwork or contracts are required to be signed and this cannot be achieved digitally. Then the designer can arrange for this to be done on site via printing & signing paper contracts
- If the designer needs to collect a deposit this can be done via the automated phone pay system or bank transfer using our account details.

Our preferred way to accept payment is 1) via debit card by simply calling our 24hr automated payment service on 0118 207 5346 (Please note that we do not accept payment via credit card)

Or 2) by bank transfer - please use the account details below and quote your 'Contract number and Surname' as the payment reference:

Account Name: Finesse Windows Ltd

Sort Code: 30 94 74

Account Number: 00724752

- After the appointment has ended and as the customer is leaving, the designer will make sure they have used the anti bacterial wipes appropriately to clean any areas they may have touched
- As per Government guidelines—at the end of a visit and you return home or onward to another destination—it is best practice to wash your hands again so please feel free to use our washroom facility again before you leave