

- **FINESSE COVID 19 SECURE : SURVEY & SERVICE RULES**



- **This guide has been compiled to provide guidance as to how we will approach the technical survey and remedial (service call) process of our operation in client's homes to minimise risk to staff and to customers**

Introduction: During these unprecedented times it is clear that we will all need to adapt our processes and above all—take extreme care in everything we do. Our overriding aim is to complete our work and fulfil our contractual obligations in the safest, most professional and most efficient way possible causing the least disruption to our customers along the way.

There will be many 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 staff.**

Our surveying and service operation typically comprises of just one member of staff for each visit as opposed to a team of staff



Coronavirus (COVID-19): what you need to do



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: us as individuals and our responsibility to each other

Stage 2: before we leave the factory

Stage 3: upon arrival at customer’s homes

Stage 4: preparation before work

Stage 5: during our work

Stage 6: at the end of a job

Stage 1: us as individuals and our responsibility to each other

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 be installing in the home of any customer where there is any member of the household that is self-isolating. 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 installers 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

- **SURVEYOR / SERVICE ENGINEER: 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

- **SURVEYOR / SERVICE ENGINEER: 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 2: the processing of requests and prioritisation of 'service' work

- We are absolutely committed to servicing all of our client's work as per our contractual obligations. As per usual—we will continue to prioritise all 'emergency' work over and above all other types of service work.
- 'Emergency' work is defined as attending to any property where a product is within its guarantee period and there is a security risk i.e. a door is not locking or a window is not shutting.
- We have traditionally undertaken 'service' work on products that we did not install. I.e. we will attend to defects in competitor's installations—under the current circumstances we will no longer be doing this in the short to medium term.

Video calls:

In an effort to reduce the amount of trips we are undertaking we will always attempt to conduct a preliminary investigation via video technology in the first instance: i.e. via Zoom, WhatsApp video call, skype, houseparty, google meet etc.



If you contact us to report a problem which you wish us to investigate—we will ask if it is possible to contact you to undertake a video call initially so that we can visually understand the issue you are reporting before we visit you. By doing this we may be able to reduce the number of visits we need to make to your home

The benefit of doing this is threefold:

- 1) As per government guidance, if we can avoid making a physical trip we should do this. This takes more people off the road and therefore reduces the chances of somebody having an accident requiring a hospital visit.
- 2) The customer only has to be in once as opposed to twice or more times to let us in to carry out the work.
- 3) We reduce the number of contacts between us therefore minimising the risk of passing on the coronavirus.



Stage 2: before we leave the factory

- All staff must make absolutely sure that they have all items required for each job: We must do everything we can to ensure that unnecessary return visits are eliminated.
- All staff must make sure they have all our statutory health and safety items available (safe ladders / safety boots / Pat tested equipment etc) - we must maintain our exemplary basic safety standards—this is not the time to visit A&E for an avoidable workplace accident.
- In addition to the usual ‘cleanliness’ items we always carry (dust sheets / vacuums etc) we must also ensure that we have the additional sanitary items on the van. These items—along with a **sealed box to house them in** to ensure continued cleanliness are being distributed to all installation teams and (depending on availability) will be used in all circumstances:



Items to ensure we are able to clean properly:



- **Bucket, Soap & water—for additional cleaning of hands (you must carry your own supply of bottled tap water to facilitate this)**

ADDITION ON 12/05/20

- **Anti-bacterial wipes—for cleaning items that we touch in the household—e.g. sink taps**



- **Face masks—for utilisation (by surveyor / service engineer) throughout the process**

Items to ensure we are able to eat & drink separately:

Our own supply of flasks / drinks & Our own supply of food

REMINDER : FINESSE STAFF HAVE BEEN DESIGNATED INTO TEAMS AND ZONES INSIDE OUR BUILDING—YOU MUST NOT STRAY OUTSIDE YOUR ZONE WHEN INSIDE FINESSE PREMISES—SEE ‘FACTORY RULES’ DOCUMENT FOR GUIDANCE

ADDITION ON 12/05/20



Stage 3: upon arrival at customer's homes

ADDITION ON 12/05/20

• **SURVEYOR / SERVICE ENGINEER:** As per Government guidance—Where more than one person is travelling together to site in a van you must keep the cab ventilated by opening the windows open to a degree and wear face coverings / also avoid face-to-face conversation as much as possible

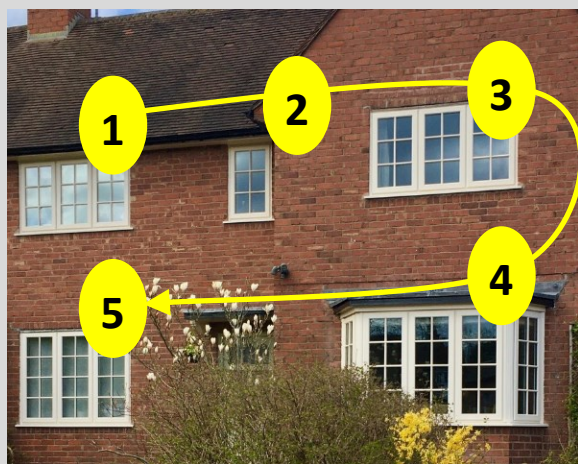
• As unnatural as it will no doubt feel : Some of our usual, customary practices on arrival will no longer be taking place. We will of course maintain our usual levels of politeness throughout but we must adapt our behaviour to avoid unnecessary contact. Therefore:

• We will not be shaking hands when we first meet our customers.



• We will maintain a distance of at least 2m apart from our customers at all times including this first time of meeting the surveyor or service engineer.

• We will not be expecting or accepting the offer of a drink or anything else to eat either upon meeting or at any time throughout our installation.



• We will be explaining our plan as to which items are being surveyed / worked on in which order— this can be discussed as normal—but this will be done via a conversation at a distance rather than via a collaborative tour discussion around the home.

ADDITION ON 12/05/20

• As per Government guidelines—upon arrival it is important that we wash our hands for 20 seconds—therefore we politely request access to a sink—alternatively we will be able to do this using water we bring with us.



Stage 4: preparation before work

- As per our usual process we will be putting dust sheets down prior to starting work if this is appropriate for the task being undertaken.
- We would like to insist that all rooms that we are working in become 'off limits' to anybody in the household other than our staff.
- We will only undertake survey and service work for customers that agree to stay outside of our working area.
- If there are any issues with this instruction—we would like to ask that these issues be raised prior to us starting work rather than during it.

ADDITION ON
12/05/20

- As per Government guidelines we would like to request that all internal doors where we are working be left open rather than closed—so that we reduce the need to touch door furniture as we move around



Stage 5: during our work

- As mentioned previously—it is absolutely crucial that our staff are allowed to work in isolation. It is ideal if customers would be able to confine themselves to other parts of the house or garden whilst we are working. At all times we must insist on an absolute minimum of 2m distance between staff and customers.



- It is very important that our staff are allowed to use the customer's toilet and sink facilities. In homes with more than one toilet—it would be ideal where possible if our staff could use a designated toilet which is not then used by homeowners whilst we are working at the property.
- Our staff will be wearing face masks throughout their work
- Our staff will be cleaning as they go along as per their usual process—in addition to this—they will also be wiping down any door handles / taps / other areas of the home that they can't avoid touching with anti bacterial wipes

ADDITION ON
12/05/20

- As per Government guidelines—if we take a break during the day for refreshment—we will be doing this outside as opposed to inside your home

ADDITION ON
12/05/20

- We will always endeavour to remove any waste from site as we go and at the end of the day as a priority. It is important that we do not leave any items that we have been in contact with unnecessarily in customer's homes

ADDITION ON
12/05/20

- As per Government guidelines—at the end of a job it is important that we wash our hands for 20 seconds before we leave—therefore we politely request access to a sink—alternatively we will be able to do this using water we bring with us.



Stage 6: at the end of a job

Payment for service work where applicable (chargeable service work): We do expect to be paid as usual for the work we have done

- We will provide customers with their invoice as usual at the end of the job.
- We will not be accepting cash payments at this time. If customers are expecting to pay in cash then they must advise us prior to the installation as mentioned previously so that we can discuss a safe way to do this.
- If customers wish to pay by cheque then they may do so by placing a cheque into the pre-paid envelope which will accompany the invoice—this may be posted back to us at the factory address which will already be written on the envelope

Our preferred way to pay 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 '0000' as the payment reference when prompted:

Account Name: Finesse Windows Ltd

Sort Code: 30 94 74

Account Number: 00724752