

- **This guide has been compiled to provide guidance as to how we will approach our internal behaviour & processes 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 business and to our customers along the way.

There will be many challenges ahead but if we work collaboratively with each other 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 overall guide is mainly focussed on our factory and showroom operations : see other guides for specific instructions for installation / service & survey / sales



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 'Factory and Showroom' 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/factories-plants-and-warehouses>

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)



- Everybody should by now understand the importance of adhering to the measures outlined in this document. Failure to adhere to these rules will result in disciplinary action being taken against you:

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

Stage 2: the main rules

Stage 3: keeping visitors out

Stage 4: teams and zones / fire exits

Stage 5: Lunch breaks / kitchens / drinks & food

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

ADDITION ON
12/05/20

- **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

- **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' - this is to ensure that this can be considered as part of our risk assessment

- If any member of staff or any sub-contractor is displaying any type of symptom of coronavirus—they must be isolating as per the government guidance.

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

- We are making the promise to all our staff and to all our customers that this will be the case—you must play your part in keeping this promise.
- It is no exaggeration to say that we are responsible for each other's lives at the moment so please take this document seriously.
- You must be aware of your own health and immediately report any issues to your line manager.



Stage 2: the main rules

- We have positioned these rules on posters throughout the building internally.
- They are our main weapons against spreading the virus. The rules are non-negotiable and will be followed by everybody working for or connected to Finesse Windows Ltd.



Stage 2: the main rules

ADDITION ON
12/05/20

- **There are some very basic hygiene precautions that we must all do:**

- Always wash your hands for 20 seconds when entering and leaving the building
- If you sneeze—catch it in a tissue > throw the tissue away > wash your hands for 20 seconds
- When you wear a face covering—change it & wash it daily > wash hands for 20 seconds before and after putting it on / taking it off
- Keep your desk / factory area clean. Regularly wipe down the items that you touch i.e. phones / calculators / hand tools / machinery operation buttons
- There is no mandatory requirement to wash clothing daily as we are not in a clinical setting—although the advice is to wash clothes regularly

ADDITION ON
12/05/20

- **Cleaning process**

- We have doubled the amount of times that the factory / showroom is cleaned formally—this will include the portaloos that we have placed for the foreseeable future on the forecourt
- In addition to this you must also play your part by regularly wiping down any door handles / handrails / other furniture you touch

ADDITION ON
12/05/20

- **Face-to-face working & meetings**

- It's important to avoid any situations where people are working face-to-face for any prolonged period of time. We believe we have managed to virtually eliminate this via 2m zoning / office changes—but in any situations that still remain—please be aware that it is much safer to work back-to-back or side-to-side.
- If a face to face meeting is unavoidable—please consider doing this outside (whilst always maintaining a 2m distance) if possible.
- Work from home where possible—due to the nature of our work there is not much scope for this to be done effectively for most staff—however, if you believe that some of your work can be done from home please discuss this with your line manager and consideration will be given

ADDITION ON
12/05/20

- **Travel & Staggered arrival times:**

- Due to the relatively large factory area and zoning precautions we do not believe that a staggered arrival or shift pattern is necessary for staff—however, fabricators will be asked to move to work stations at 60 second intervals rather than moving all together
- It is important that staff travel to and from work separately and do not share lifts (other than if they are travelling to and from the same household)



Stage 3: Keeping visitors out

- Initially after we return to work—our building will be closed to all customers and to suppliers except in the extremely rare case when a special allowance has been made and been given permission to enter by a Director of the company*
- We will gradually lift restrictions as we go along when appropriate but for the short term, the only people allowed into our building will be Finesse Windows employees.
- We must therefore ensure that our doors (including the up & over door) remain closed (locked from the inside with keys left in the doors) at all times. We cannot allow the situation whereby any member of the public or supplier just arrives unannounced and enters the building on their own terms.

ADDITION ON
26/06/20

- **SHOWROOM**

- We are now allowing customers to visit our showroom by appointment only—these visits must be pre-arranged and conducted by a designer who is responsible to greet customers and induct them into our place of work—ensuring masks are worn—hand washing and sanitisation is maintained—and to wipe down afterwards
- During weekdays—only the main showroom downstairs is accessible for visitors
- During weekends—the upstairs showroom is now also accessible as well as the main showroom

*an example of a special allowance is where a customer states they will only sign a contract if they have seen our products in our showroom—in which case this may be allowed on a case by case basis after approval by a Director—but will only be facilitated if an accurate appointment has been made so we know exactly when they are arriving, if the relevant designer receives the visiting customer—and if the customer follows our strict policies on hand washing / cleaning / distances.

In order to help to achieve this we will be printing and positioning the poster overleaf at all entrances:



Stage 3: Keeping visitors out

- We will print and position these posters to be displayed externally on all doors.



GOV.UK



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



DUE TO THE CORONAVIRUS PANDEMIC:



CUSTOMERS

OUR PREMISES ARE CLOSED TO THE PUBLIC. IF YOU NEED GENERAL ASSISTANCE PLEASE CALL US ON 0121-451-3724 OR CALL 'WAYNE' ON 07423437600 FOR SALES ENQUIRIES

SUPPLIERS

WE ARE CLOSED TO SUPPLIERS UNLESS YOU ARE MAKING A DELIVERY (SEE BELOW). IF YOU NEED GENERAL ASSISTANCE PLEASE CALL US ON 0121-451-3724 OR CALL 'JOHN' ON 07833224137 FOR SUPPLIERS ENQUIRIES

DELIVERIES

IF YOU ARE MAKING A DELIVERY - DO NOT ENTER - RING THE DOORBELL AND WAIT - OR CALL 'JOHN' ON 07833224137 IF NOBODY COMES TO THE DOOR AFTER 2 MINUTES

Overall plan

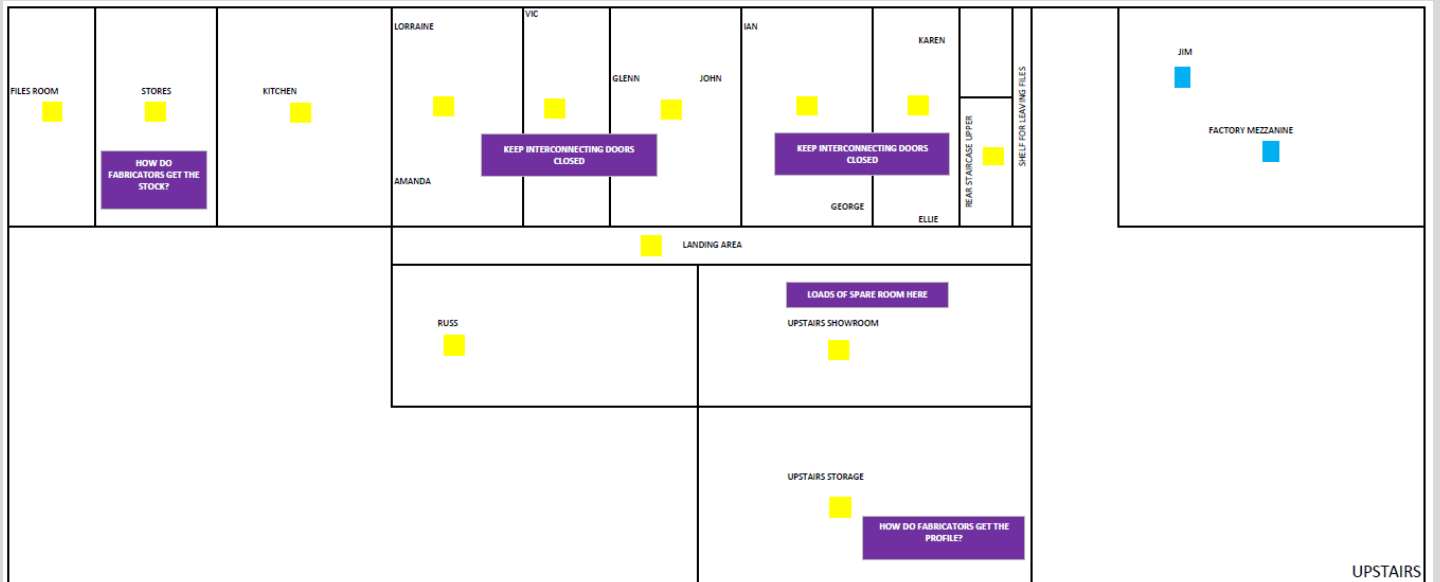
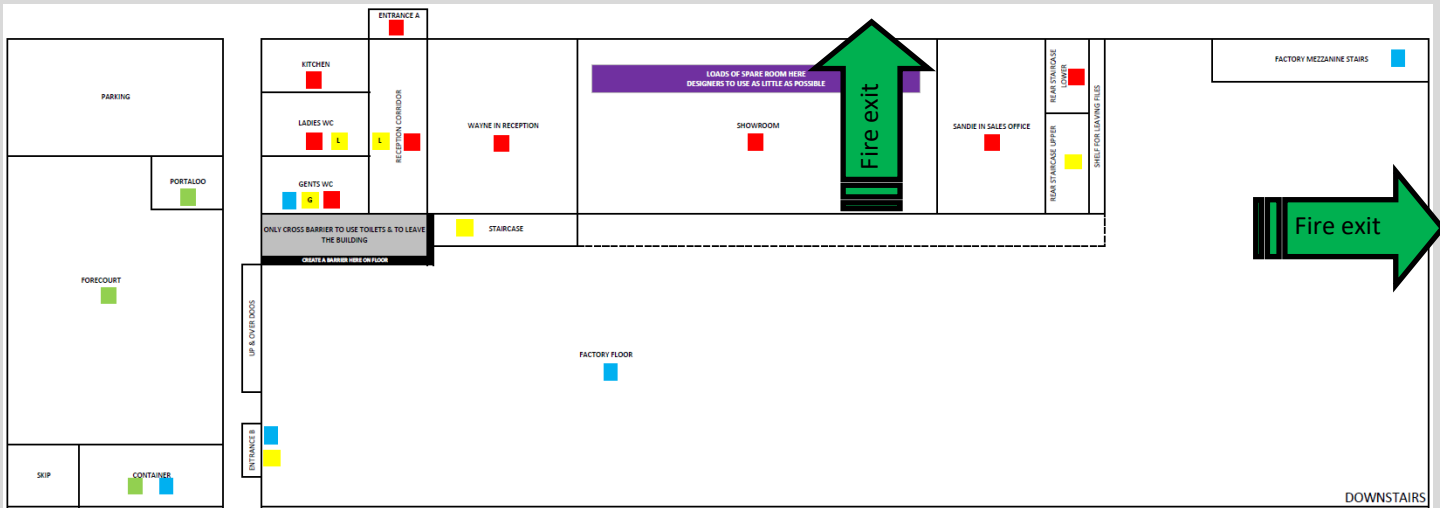


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Stage 4: teams and zones / fire exits

- All staff are being segregated into 'teams' and each team is going to be allowed into one 'zone' only.
- You may not stray outside your zone.



WAYNE MARTIN
SARAH HARRISON-WILKES
SARAH PERRY
DEE DONATO-BIRCH
BOB TOOTH
RAY BURRESS
DEAN DAVENPORT
TONY JENKINS
STEVE TOOTH

JIM LAWRENCE
STEVE HARRIS
DAVE TURNER
STEVE LAKE
CALLUM BOURNE
ALEX POWER

RUSSELL BRIDGE
ELLIE FRANKLIN
KAREN JONES
JOHN SAMPSON
IAN LOWE
GLENN FITZGERALD
GEORGE YATES
LORRAINE MOORE
AMANDA BOURNE
VIC BROOKES
JOHN RUSSELL

ALL FITTERS
BUILDERS
ALL OTHER SUB-CONTRACTORS
RAY HUDSON

A

B

C

D

Due to the need to lock the main front doors we are modifying the fire policy to state that you must leave the building in an emergency via either the rear factory door or the mid-showroom door. Both have quick release panic bars to enable safe exit



Stage 5: Lunch breaks / kitchens / drinks & food

- **The kitchen area that is currently mainly used by fabricators is now off limits to fabricators as it falls within the ‘upstairs zone’ - therefore we will be making a new rest area on the factory mezzanine area at the back of the factory for the exclusive use of the ‘factory team’ only. The lockers will be re-located so that they fall within the new ‘factory team’ zone.**
- We will therefore have 3 ‘kitchen/rest area’ facilities in the building going forwards (showroom kitchen / upstairs kitchen / factory mezzanine area)
- **As a general guide—we would prefer that you bring your own drinks and food into the building so that you do not need to use the kitchen areas at all.**
- **If this is not possible then the kitchens will still be available to use as long as the following rules are obeyed:**
 - Only one person is allowed into each kitchen or rest area at any time—fabricators breaks will be staggered so that only one person is on a break at any time.
 - Any part of the kitchen or rest area that you use is then wiped clean using the anti-bac wipes provided.

It is very important that we do not have groups of staff members congregating in confined areas—therefore please do not come to work early and congregate / or meet up in kitchen areas for chats. We appreciate that this will be extremely difficult and feel extremely unnatural but this is one of the most important things that we must all do to ensure we are not spreading the virus in these informal situations.