

- **FINESSE COVID 19 SECURE : DESIGN CONSULTATION PROCESS**



- **This guide has been compiled to provide guidance as to how we will approach the design phase of our products in client's homes to minimise risk to designers and to customers during the appointment**

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 continue to supply our loyal customers with quotations for all of their projects in the safest possible 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 design phase normally consists of just one member of staff per visit—it is very rare that more than one person is required to attend except if the solution required is a particularly complex or large one



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 visit

Stage 3: upon arrival at customer's homes

Stage 4: during the consultation

Stage 5: at the end of the consultation

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 visiting 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.

- 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

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

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 2: before we visit

Under most circumstances we will be able to complete even the most complex quotations using our virtual or telephone appointments therefore it will be our first intention to try to achieve this on every occasion.

Therefore, in the first instance you will be asked if we can facilitate your quotation via the sharing of photographs and descriptions of your project—or via video technology e.g. Zoom, WhatsApp video call, skype, houseparty, google meet etc or any other media that you may be more familiar or comfortable with. **We will ask you to provide as much information as possible via our new process which we've implemented to avoid travel and face to face meetings wherever possible whilst still maintaining the highest levels of professional advice**

ADDITION ON
26/06/20

4 Pieces of Information required to enable us to provide a 'virtual' consultation

Finesse
WINDOWS

It would be most appreciated if you can provide this information at your earliest convenience or at least 24 hrs prior to our agreed consultation so that we can prepare properly.

- 1 Photographs of your property (taken externally) showing the parts of your home that you are interested in improving. It is important that we can see the fabric of your building so we can judge any installation considerations (e.g. installation of lintels) or access issues (e.g. scaffolding requirements)
[Internal photographs of each aperture would be helpful too but this is not essential at this stage]
- 2 A brief description of each item and sizes of the apertures (preferably in cm or mm but we can also convert from feet & inches if you're more comfortable with that)
e.g.
Bedroom 1: 1800mm (w) x 1200mm (h)
Bedroom 2: 600mm (w) x 900mm (h)
Front Door: 900mm (w) x 2100mm (h)
4m x 3m Conservatory with lean-to roof
2m x 1m Porch with tiled roof
- 3 A brief description of the colours you are considering if applicable.
e.g.
White UPVC in & out
Rosewood Outside & White UPVC Inside
- 4 Any other information you think is relevant to let us have at this point – maybe a description of what is very important to you in making this change:
e.g.
Security: We wish to make this change because we want to improve the security of our home
Comfort: We wish to make this change because we want to improve the insulation of our property or keep noise out
Style: We wish to make this change because we want to give our home a facelift and make our property look amazing



However, we do realise that this is not always appropriate or possible so if it is paramount that one of our designers is required to visit your property and it is safe to do so we will need to follow these procedures:

ADDITION ON
12/05/20

- **DESIGNERS:** As per Government guidance—on rare occasions where more than one person is travelling together to site in a shared vehicle you must keep the vehicle ventilated by opening the windows open to a degree and wear face coverings / also avoid face-to-face conversation as much as possible

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 2: before we visit

- It is our intention to gather as much information as we can prior to visiting a potential customer—therefore you will be asked if you would be able to provide a mixture of photos, videos, descriptions of what you require.
- The designer must make sure they have fully prepared for the visit assessing our customers requirements using telephone, photographs, video or any other media the customer is comfortable with and making sure that we can demonstrate any product required safely and hygienically.
- In preparation for our visit it is accepted that you must inform us if you have any special requirements that we need to be aware of in order to visit you safely.

ADDITION ON
12/05/20

- If appropriate—and a face to face meeting is required it would be preferable if this could be planned to take place outside in a garden area—at a distance

ADDITION ON
12/05/20

- If an outside meeting is not possible—You will be asked to prepare and plan an area within your home in which we can safely distance ourselves to discuss your project and if other rooms need to be accessed then confirm this can be achieved safely. Please ensure that rooms will be well ventilated
- Designer will explain prior to arrival that at all times he will be wearing a mask and requests that if possible the customer does the same.
- If at any time the designer or the customer feels the appointment is not safe to go ahead then they must cancel and re appoint.

Items we will bring to ensure we are able to clean properly:

- **Anti-bacterial wipes—for cleaning items that we touch in the household—e.g. door handles**
- **Face masks—for utilisation (by designers) throughout the consultation**
- **We now stipulate that masks may be removed whilst outside customer's homes—as long as a 2m distance can be maintained**

ADDITION ON
26/06/20





Stage 3: upon arrival at customer's homes

- 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 our designers.
- 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 visit.




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



Stage 4: during the consultation

- As part of our process we normally need to access each room containing windows & doors to be replaced in order to assess them properly. As mentioned previously—it is absolutely crucial that our designers are allowed to maintain a minimum of 2m distance whilst doing this.
 - We would respectfully request that if possible any children or pets are confined to other parts of the house or garden whilst we are visiting.
 - It is very important that our designers 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 designer could use a designated toilet which is not then used by homeowners whilst we are visiting the property.
 - Under normal circumstances a designer would pass a device backwards and forwards to the customer showing illustrations as well as figures. This can be achieved in some situations using a mirroring device to the customers television if this is possible. If you are comfortable doing this then please discuss with your designer prior to our visit.
- 
- ADDITION ON 26/06/20
- It is important that during the consultations—every effort is made to position ourselves side by side with clients rather than face to face. Please be aware that this is our intention and we apologise in advance if this feels unnatural or awkward.

ADDITION ON
12/05/20

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



Stage 5: at the end of the consultation

- If any paperwork or contracts are required to be signed and this cannot be achieved digitally. Then the designer can leave a self addressed envelope or the customer can email to confirm they accept the terms contract .
- 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 designer is leaving, they will make sure they have used the anti bacterial wipes appropriately to clean any areas they may have touched

ADDITION ON
12/05/20

- As per Government guidelines—at the end of a visit and before we return to the office or visit another customer - it is important that we wash our hands for 20 seconds before we leave—therefore we politely request access to a sink