

CORGI Fenestration COVID-19 Operating Code Keeping Customers & Installers Safe

If you feel unsafe or at risk at any point, undertake a personal risk assessment and leave the premises if necessary. You can re-plan for a future date if appropriate, after ensuring everything is made safe.

At all times avoid touching your eyes, nose, and mouth.

Procedure for carrying out work on a dwelling

The Quotation Process

- Salesperson and homeowner liaison should be undertaken remotely – e.g. by phone or video call, facetime, zoom. Alternatively, the customer can supply photographs of the property to enable a quotation to be produced.
- Demonstration of the product can be given remotely e.g. via facetime or zoom
- If you require the customer to supply measurements then you should provide guidance on taking the product sizes
- The quotation shall form the initial phase of the sales process. This will be subject to final site survey to ensure compliance to the Building Regulations and total consumer satisfaction
- Contracts and or quote letter should follow the site survey and shall be provided electronically wherever possible. If this is not possible, they should be supplied by first class post
- Make sure you provide the potential customer with the CORGI Fenestration Covid-19 Consumer Code – this gives reassurance to your customers and shows them that they and your operatives' safety is paramount
- Any subsequent payments should be taken by contactless means e.g. BACS, PayPal, online card payment

Arranging a Site Visit (Survey or Installation)

- When arranging an appointment with your customer/s, ask if they or any occupants are self-isolating, displaying any symptoms of COVID19, and/or have received a positive diagnosis. If this is the case, explain that the visit will not be able to go ahead and will need to be rescheduled. A minimum delay timeframe of 14 days should be applied
- Confirm if there are any persons currently identified as most at risk, such as the over-70's and/or with underlying health issues and are required to be shielded. In accordance with government guidelines the work should not go ahead in these circumstances and any visits should be rescheduled once government advice changes
- Where the householders are not shielding, self-isolating, displaying any symptoms, and have not been diagnosed with COVID-19, operatives must exercise general best practice in line with the latest Government guidance for the public
- Confirm access requirements, including parking facilities where applicable, and the need for ongoing safe distancing of 2 meters (6 feet) during the site visit
- Ensure availability of additional PPE, such as disposable dustsheets, overalls, disposable shoe covers, disposable gloves, eye protection, suitable face masks and/or visors as appropriate to the activity you are going to undertake and following current government guidelines
- Ask if the occupants can stay in another room, away from the work area(s) whilst the work proceeds, and with permission ventilate the entire work area where appropriate, e.g. by opening additional windows and doors
- As well as protecting yourself, and householders, you should also consider the welfare of any colleagues

Travel to Work and Between Locations

Wherever possible workers should travel to site alone using their own transport.

If workers have no option but to share transport:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces including steering wheel, handbrake and gearshift

Conducting a Survey Visit

- Call ahead to your customer to confirm details in accordance with the arranging a site visit section of this code
- Explain to your customers what you will be doing, and why, and that you will need to maintain a safe distance from them of 2 meters (6 feet) is current Government advice), including when waiting for the customer to open the door
- Develop your surveying method to reduce points of contact while surveying such as using wet wipes in hand to operate handles

Carrying Out the Survey

- Use hand sanitiser on your hands
- If not already wearing put on any PPE equipment e.g. disposable overalls, facemasks, visor and/or gloves
- Alert the occupant to your arrival and confirm that they will remain in the property whilst the survey is carried out
- Do not shake hands with the customer or other occupants
- Carry out all measurements that can be done from the exterior of the property first
- Before you enter the property remove any disposable gloves you have been using and place in a plastic bag. Put on disposable shoe covers and reapply hand sanitizer and put on a new pair of gloves
- Ask if the occupants can stay in another room, away from the location(s) you require to visit to take internal dimensions and to check the specification whilst the work proceeds, and with permission, ventilate the entire work area where appropriate, e.g. by opening windows and doors
- Carry out the required measurements and complete the survey form. Make any notes in relation to specific considerations and/or possible risks to the installation team
- Close any windows that have been opened and wipe down any frames and fittings that have been touched using disposable wipes and/or disposable cloth and a suitable product
- Wipe down all door frames and fittings that have been touched using disposable wipes and/or disposable cloth and a suitable product

At all times avoid touching your eyes, nose, and mouth

Leaving Site

Using disposable wipes and/or disposable cloth and a suitable product,

- Wipe down any operational tools and instruments used at the premises
- Clean reusable PPE before moving to your next job

- If you have used a mobile phone or tablet then ensure you also wipe down its surfaces and holder
- Wipe down the surfaces of your vehicle that may have been touched by potentially contaminated equipment e.g. gloves
- Remove and place into a plastic bag all wipes, disposable gloves and overalls used, whilst trying not to cross-contaminate onto existing clothes or persons

Before you enter your vehicle,

- Reapply hand sanitizer

At the end of each day and following the appropriate local waste regulations dispose of any bagged waste in line with any existing business process and/or Government guidance

All Installation Sites

Provision of Toilets Facilities and Hand Washing

Depending on the duration and extent of the work to be carried out, together with the size of the team attending, it may be necessary to consider provision of additional portable toilet and hand washing facilities. This may be a separate portable toilet or a chemical toilet within the work van.

Hand Washing

- Allow regular breaks to wash hands
- Where possible provide additional hand washing facilities (e.g. pop ups) to the usual welfare facilities, particularly on a large spread out site or where there are significant numbers of personnel on site, including plant operators
- Ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times
- Regularly clean the hand washing facilities
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Where hand washing cannot be provided

- Provide hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable

Toilet Facilities

- Where portable toilets are provided these should be cleaned and emptied more frequently
- Wash or sanitise hands before and after using any facilities
- Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with daily removal and disposal

Under NO circumstances should the homeowners' facilities be used

Installation

On the day of the work,

- Call ahead to your customer to confirm details in accordance with the arranging a site visit section of this code

- Explain to your customers what you will be doing, and why, and that you will need to maintain a safe distance from them (2m or 6 feet is current Government advice), including when waiting for the customer to open the door

Social Distancing

Social distancing of 2 metres (6 feet) should be maintained wherever possible.

Where the social distancing measures of 2 metres (6 feet) cannot be applied:

- Minimise the frequency and time workers are within 2 metres of each other
- Minimise the number of workers involved in these tasks
- Workers should work side by side, or facing away from each other, rather than face to face
- Lower the worker capacity of lifts and hoists to reduce congestion and contact at all times

On arrival

- Use hand sanitiser on your hands, or if available wash your hands thoroughly for at least 20 seconds. Where washing facilities have been provided it is recommended to carry your own hand-towel with your equipment. Wash/replace hand-towel at end of each day/shift
- If not already wearing put on any PPE equipment e.g. disposable overalls, disposable shoe covers, facemasks, visors and/or gloves as appropriate to the work being undertaken
- Alert the occupant to your arrival and confirm that they will remain in another room whilst the work is carried out
- Do not shake hands with the customer or other occupants
- Prepare the work area and only use new or freshly laundered cotton dust sheets (60 Degree wash) or disposable polythene dust sheets to protect the occupant's belongings

Carrying out the installation

- Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc.
- Operatives should wash their hands, or use sanitizer gel and replace disposable gloves before and after using any equipment
- Before handling the new products using disposable wipes and/or disposable cloth and a suitable product wipe down all the new frames and fittings
- Ensure all the new goods have been provided and are suitable for installation
- Confirm with the occupier that they have wiped down the interior of existing frames and fittings. If they have not, then using disposable wipes and/or disposable cloth and a suitable product wipe down all the existing frames and fitting before their removal
- Ensure removed frames and fittings are disposed of appropriately
- Carry out the installation in the usual manner

Job completion

- Wipe down all new frames and fittings, both inside and out, using disposable wipes and/or disposable cloth and a suitable product
- It may not be possible to conduct a handover with the occupier so it is essential that handover documentation is left with them together with full contact details in the case that they experience any problems
- Where traditionally a customer signature is taken to confirm acceptance/completion of works this should be avoided. An electronic copy should be supplied to the customer for completion. (Note: Use and/or sharing of pens, tablets or mobile phones pose a risk of contamination/infection and should not be used for this purpose)

- Where possible handover documents should include any company workmanship guarantees and guidance on the use and maintenance of the products and should be supplied electronically by the day the works are completed. If this is not possible, they should be supplied by first class post
- A follow up call should be made to confirm the customer is happy and can operate the installed goods

Leaving Site

- If temporary washing/toilet facilities are provided ensure they are cleaned in accordance with the supplier's guidelines and make arrangement for their collection

Using soap and water, disposable wipes and/or disposable cloth and a suitable product,

- Wipe down any operational tools and instruments used at the premises
- Clean reusable PPE before moving to your next job
- If you have used a mobile phone or tablet then ensure you also wipe down its surfaces and holder
- Wipe down the surfaces of your vehicle that may have been touched
- Remove and place into a plastic bag all dustsheets, wipes, disposable gloves and overalls used, whilst trying not to cross-contaminate onto existing clothes or persons

Before you enter your vehicle,

- Ensure you clean/wash your hands using soap and water or, where this is not possible, reapply hand sanitizer

At the end of each day and following the appropriate local waste regulations dispose of any bagged waste in line with any existing business process and/or Government guidance

And remember, do not touch your eyes, nose or mouth.

Disclaimer

It is the responsibility of the individual company to refer to, interpret and implement the social distancing and PHE guidelines and requirements This document shows CORGI Fenestration's interpretation which may or may not apply in all workplaces.

Whilst every precaution has been taken to identify methods to limit the risks and exposure to the virus, we cannot guarantee that this will be eliminated completely and would encourage you to continue to ensure you are following current Government guidelines.