



**PREMIER  
WINDOWS**

# COVID-19 SAFE OPERATING PROCEDURES GUIDE

A Guide for Premier Windows  
Prospects & Customers

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## AN INTRODUCTION – THE REASONS FOR PROVIDING AN OPERATING PROCEDURE

We are delighted to have reopened our doors following the COVID19 lockdown and we look forward to helping you with all your home improvements again.

However, the safety of our customers and representatives is of paramount importance and this document details how we will operate all forthcoming sales, survey, and installation procedures to reassure you that we are taking all necessary steps required to carry out work as safely as possible to protect both you and your families.

The following guidance is in reaction to the COVID-19 outbreak and is compiled based upon the current advice and guidance as set out by the Government.

In these exceptional circumstances, current Government advice is to adhere to the strict social distancing rules of maintaining at least 2-metre separation between any persons other than those within the same household.



# THE METHODOLOGY USED

We believe with very careful management of our actions and strict adherence to our procedures we can eliminate the risk of transmitting the virus through our direct operations. We will monitor and enforce all practicable steps regularly to ensure the safest possible working environment for our installers, surveyors, sales representatives, management and, in turn, our valued customers and prospective customers.

## **Our health and safety assessments mean that before any work is undertaken:**

- All Premier Windows representatives must always follow the social distancing guidelines, whether inside or outside of work.
- Premier Windows representatives are not to attend a workplace if a member of the customers' household is displaying any signs or symptoms associated with COVID-19.
- All Premier Windows representatives must follow hand and respiratory hygiene rules as advised by the public health organisations, including using hand sanitiser, which will always be carried on their vehicles - both before entering the home and upon leaving customer premises.

In order for us to compile a full and comprehensive risk assessment, we would ask the homeowner to advise us if they, or any member of their household, was affected by or has shown symptoms of COVID-19 within the last 14 days prior to the arrival of any representative to their home.





# APPOINTMENTS

Where feasible, before visiting any premises for the purposes of conducting a sales visit we will endeavour to compile as much information as possible remotely. This may be by 'virtual appointment,' such as Skype, Facetime or WhatsApp or via the telephone. We will also seek to obtain photographs and approximate dimensions beforehand.

If we are attending a potential customers' home, we will arrange safe working methods with the homeowner and explain the social distancing requirements prior to visiting.

Where possible, discussions between the salespeople and the client about the appointment will take place via email or phone following the visit to minimise potential contact.

Using the information gained from the sales appointment, the surveyor will then prepare the survey before visiting to minimise the time on site.

Where internal measurements are required to be taken, the surveyor will ask if he can access the room in question unaccompanied and the 2-metre social distancing rule will always be observed.

Again, where possible and if necessary, any survey queries for resolution will be conducted remotely with the customer once the surveyor has left the site.





# INSTALLATION AND POST-INSTALLATION



## Before arrival:

Start and load-up times from our warehouse will be staggered to ensure that there is no congestion.

Representatives, wherever possible, should travel to our installation depot (to load up vehicles with relevant product to be installed) and / or to the installation address alone using their own transport or separate transport. Therefore, we will ask you details regarding parking arrangements for additional vehicles, if appropriate.

All representatives have been instructed that they must wear clothing that covers all exposed areas of skin. i.e. no shorts and T-shirts, etc.

## On arrival:

All work activities are examined as to whether they were previously identified as multi person activities, and if so can be carried out safely as lone workers. If lone working is not an option, Premier Windows will provide the following minimum PPE to its representatives:

- Compression fit safety goggles
- Disposable gloves - these will always be worn when visiting customer premises
- Face masks or face shields, where possible and available
- Overshoes / disposable over suits, if possible and available

Currently, there are no specific guidelines given by the Government detailing that any of these PPE items are to be worn as standard whilst undertaking work, but it will be carried on the Premier Windows vehicle and it will be worn at the request of the homeowner, without question.



### During the installation:

Working methods will be individually assessed and considered by the installer at each installation location within the home, to ensure the homeowner can be safely located in an area away from the immediate working vicinity until the installation is complete and has been fully cleaned down.

The homeowner will be asked to refrain from making drinks or preparing food for any Premier Windows representative and will always be respectfully asked to maintain the social distancing rules.

Representatives will bring portable toilet facilities, which will be stored on Premier Windows vehicles. If communication needs to take place between a representative and the homeowner, if a safe distance is not feasible then this communication can be undertaken via mobile phone.

For your piece of mind, we have also briefed our representatives that if any of them were to fall ill, develop a high temperature or develop a persistent cough in the workplace, they must:



- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin.

They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.



### Post installation:

All payments to Premier Windows will be asked to be made remotely by card directly with the Premier Windows office, while all after sales and service appointments will follow similar guidelines to the above.

### Please note:

Our supply chain is working in accordance with our procedures and are also observing social distancing. In addition to this they have been deep cleaned, have plentiful access to hand sanitizer and PPE and have been trained in the best practices to ensure all risk is eliminated. Copies of these procedures are available upon request.