



Covid-19 Risk Assessment Procedure

Working At Customers Premises: Surveyors, Service Work, Installation Teams

Friday, 29 May 2020

Travelling to site.

- If teams are unable to travel in any other way they should be limited to teams, Should additional persons be required they should arrive in their own vehicle
- sanitise hands on entry and exit, keep all windows open, wear face coverings where appropriate and keep journeys as short as possible. If the installation team are members of the same household (for example a father and son team), travelling together is not an issue. All other teams should where possible travel separately to site.
- Vans are allocated to an individual as needed and you are responsible for the vehicle's sanitisation. Immediately upon use pay attention to areas/parts of the vehicle that come into contact with hands (e.g. grabs, handles, switches, seatbelts and controls).

Communication with the occupant

The occupant of the home has a part to play in a smooth and safe installation. This is to make you fully aware of what to expect at both survey and installation. This will be also followed up by the installation team on the first day of installation.

- Contact should be made with the occupant by phone to perform some checks and explain the measures and procedures that will be undertaken.
- The first check should be to ensure that no persons at the property have had COVID-19 symptoms, however mild, in the past 14 days and no person's present are currently shielding. If either are present the job must be postponed.
- Discuss which rooms will be worked in on each day of the installation and in which order. The surveyor / Installation manager should work with the occupant in advance to coordinate their movements.
- Any persons present during the installation are asked to confine themselves to a single room, preferably one where work is not going to take place that day.
- If the room that occupants are confined to will need to be worked on that day, it should be agreed when that room will be required, and the installer will give adequate notice to vacate this so there is no issue with social distancing and contamination.
- Prior to starting work there, the occupants should be moved to a room where work is complete, and which has been sanitised.

- The occupants are asked to leave all internal doors open to rooms where access will be required to enable optimum airflow. It may be prudent to carry door wedges to ensure doors do not slam shut due to increased internal air flow.
- We ask for all items to be cleared from around windows such as ornaments and pictures etc. prior to arrival and ensure clear access is maintained. This an existing standard procedure however it is more important now as it reduces the likelihood of items being touched by installers and therefore the risk of cross contamination.
- Any rooms that are out of bounds should be noted and if possible marked/labelled using materials that will not damage the finish of doors/walls. Any other installers in the team should be briefed on where these rooms are and not to enter them.

Personal Protective Equipment (PPE)

During normal installation work, personal protective equipment (PPE) has always had its place. Due to the COVID-19 pandemic, PPE requirements have increased, and this equipment should be used appropriately. These guidelines cover additional precautions due to COVID-19. Normal PPE such as Hi-Visibility clothing, appropriate footwear etc. should still be used when required.

- Avoid handling anybody else's PPE wherever possible. Face coverings should be worn when close proximity to others is unavoidable such as when lifting heavy objects or steadying frames for fixing. These activities should be completed as quickly as reasonably possible to minimise the risk of exposure. Overuse of face coverings is to be avoided as they will become less effective in containing the virus as they absorb more moisture.
- Eye protection should also be worn during any unavoidable close proximity work.
- Gloves worn for viral protection purposes avoid cross contamination only; they do not shield the person from the virus. They should be worn when coming into contact with surfaces that may have been touched by other people. They should be disposed of regularly and securely.
- Hands should be washed or sanitised regularly. Washing should be with warm/hot water and soap for at least 20 seconds as per Government guidance. Diagrams issued by various bodies are readily available online and should be printed and issued to each member of installation staff.
- Appropriate disinfectant or disinfectant wipes have been supplied & should be used.
- After each person has finished their task in the room, they should sanitise all areas they have come into contact with before handing it over to the next person.
- When cleaning the room prior to sealing, under no circumstances should the occupant's vacuum cleaner be used.
- All loose installation waste such as cleaning tissue, used gloves/foot coverings/sealant tubes/trim offcuts/glass labels should be securely bagged ready for disposal.

- When sealing, the sealant should be tooled in correctly. Under no circumstances should hands come into contact with the mouth nor saliva with the frames or sealant after tooled-in correctly, i.e. with mist spray and finishing tool.

Refreshment breaks

- Using the customer's facilities should be avoided if at all possible: If local, returning home or to the office. • Creating a facility in the work vehicle such as a portable toilet. Using public facilities, where available
- In all cases, thorough hand cleaning is required after each use and the toilet facilities should be left clean and sanitised after every use.
- Refreshment breaks such as tea breaks should be taken either outside or in a vehicle. If weather is inclement and social distancing cannot be maintained in the vehicle, staggering break times would allow for safe use.

Packing up at the end of the day

Once the day's installation is complete most of us just want to pack up and be home as soon as possible. During these times we must be more careful than usual and ensure we exit the property in the same methodical way we arrived.

- Remove all tools from the property and sanitise before storage (including toolboxes, in particular handles). Securely store any items that are to be left overnight. Sanitise all areas that you have come into contact with, taking care not to disturb sealant lines etc.
- Lift floor protection, working back towards the room door. Leave hallway/stair protection until last.
- Put on overshoe protection and vacuum each room and hallway, removing any room labels and door stops as you go.
- Speak to the occupant and explain what you have done, areas to avoid, how you have stored products/tools etc.
- If possible, rather than demonstrating in person, direct the on how to operate the locking systems as well as how to carry out general maintenance.
- Sanitise any keys and hand over by leaving either on a table or in the door/window.
- Although it's a hard habit to break, do not shake hands with the customer before you leave.
- Wash or sanitise hands after you leave the property and before you enter your vehicle.