



SAFE OPERATING PROCEDURES

A guide for Wolverhampton Glass' customers in light of COVID-19 (Coronavirus)



WolverhamptonGlass
at pelham works since 1975



Safe Operating Procedures for Wolverhampton Glass And In The Home

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Safe Operating Procedures for Wolverhampton Glass And In The Home

1. Introduction

COVID 19

Wolverhampton Glass hold in paramount importance the safety of our staff and customers. This document details how will operate all forthcoming sales, survey and installation procedures.

The following guidance is in reaction to the COVID 19 outbreak in the UK and is compiled based upon the current advice and guidance as set out by the Construction Leadership Council version 1.

In these exceptional circumstances current Government advice is to be adhered to regarding social distancing. This currently is that there should be at least 2 metres of separation between any persons other than those within the same household. We implement a regime where hands are washed or sanitised at regular intervals – every hour perhaps throughout the day – regardless

Wolverhampton Glass installation processes will require a significant amount of proximity working of two or more staff. When assessing the risks, the hierarchy used is as follows.

- Eliminate
- Reduce
- Isolate
- Control
- PPE
- Discipline

Wolverhampton Glass have assessed the risks associated with COVID 19 and have concluded the following. We believe with very careful management of our actions and strict adherence to these new 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 staff and management.

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Before attendance to any home all Wolverhampton employees must follow the self-isolation guidance.

- You are not to attend your operational base or customers home if you are displaying any symptoms of COVID 19.
- You are not to attend your operational base or customers home if a member of your household is displaying any of the symptoms associated with COVID 19.

Before any of the following actions are undertaken Wolverhampton Glass staff will use hand sanitizer which will always be carried on their vehicles, both before entering the home and upon leaving.

2. Sales Appointments

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

When we do intend to visit a customers' home, we will arrange safe working methods with the homeowner prior to visiting, only accessing the rear garden to measure for a conservatory as an example. The 2 metre distance rule will always be observed as will the amount of time spent together in any one environment. Any samples taken into the home will be sanitized with the appropriate cleaner both before and after any such presentation. Upon arrival limiting face to face contact – we will ring the bell and stand 3/4 metres back (where possible) from the door before it is answered

Where possible, questions and queries appertaining to the appointment will / can be asked via e mail or phone following the visit to minimise contact.

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3. Survey Appointments

Using a lot of the information gained from the sales appointment, the surveyor will prepare the survey before visiting to minimise the time on site. Where internal measurements are required to be taken, the surveyor shall ask if he can access the room in question unaccompanied. The 2 metre distance rule will always be observed.

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

4. Installation

Start times from base operations will be staggered to ensure that there is no congestion. 2 metre social distancing will always be observed. Working methods will be individually assessed and considered by the installation team 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. Fit teams should carry a bleach spray (domestic kitchen type cleaner) – it is not in short supply – and clean every area they have touched with it – especially as they exit the home at the end of the day – surfaces, door handles etc

The homeowner will be asked to refrain from making drinks or preparing food for any Wolverhampton Glass representative whilst in the home. The homeowner will also be respectfully asked to maintain the 2 metre distancing rule between themselves and any Wolverhampton staff member.

If toilet facilities are required during installation, installers will be supplied with anti-bacterial spray and cleaning product and all surfaces will be thoroughly cleaned post use.

In any of the above situations it may be pertinent to communicate via mobile phone, even if at the same property, in order to observe social distancing.

All payments to Wolverhampton Glass will be asked to be made remotely by card or bank transfer. All after sales and service appointments will follow similar guidelines to the above.

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5. Summary

If a Wolverhampton Glass employee falls ill in the workplace, they must.

- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and dispose into a bin

Single occupancy travel to and from the workplace, unless travelling with a member of your household, is vitally important so that anyone showing symptoms can return home as quickly as possible while not placing other colleagues at risk.

Once at home, guidance on self-isolation as set out by the government is to be followed.

The general principles for the workplace require that non-essential work that requires close contact between workers should not be carried out. All work activities should be re-visited to examine whether previously identified multi person activities, can be carried out safely as lone workers. It maybe that only works that require lone working can be completed at this time. If lone working is not an option Wolverhampton Glass will provide the following minimum PPE to its employees. At the present time there are directives that state any of this need to be worn whilst undertaking our works, but it will be carried and it will be worn, at the request of the homeowner, without question.

- Compression fit safety goggles.
- Disposable gloves. These will always be worn.
- Face masks.
- Overshoes /disposable over suits if possible.

All staff members must wear clothing that covers all exposed areas of skin. Therefore, no shorts, T shirts etc.



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It should be noted that our supply chain is working in accordance with our procedures and the factories producing the products we install will be observing social distancing, have been deep cleaned, have plentiful access to PPE and sanitiser and have been trained in best practice to ensure all risk is eliminated.

In order for Wolverhampton Glass to compile a full and comprehensive risk assessment we would ask the homeowner to advise us if they, or any member of their household, has shown symptoms of Covid 19 within the last 14 days prior to the arrival of any staff member to their home.

We would also ask for confirmation that, upon installation, we are able to park more than one vehicle for the duration of the works.

These Site Operating Procedures will be reviewed as and when either Government advice or Construction Leadership Council advice is revised.