

WATCHET GLASS & GLAZING

Welcome to your Safe Guide v2

With the outbreak of the COVID-19 pandemic, lifestyles and attitudes around practically everything have changed.

However, as the situation evolves and we emerge from the crisis, there is now an even greater respect for health and safety than ever before.

- Watchet Glass & Glazing has produced this Safe Guide to assure our customers that when it comes to any essential glazing home improvements, your health and safety is of paramount importance.
- Please use this Safe Guide as your reference to make sure that we are adhering to this advice and the latest Government guidance from both central and devolved Governments in the UK.
- This guide highlights the checkpoints for your installation for essential repair, maintenance or replacement of windows, doors or installations of conservatories or extensions or other external glazing related home improvements.
- So if you are getting a quote and/or a survey right through to installation and inspection, this Safe Guide should help you make sure that we are operating in line with the latest Government health and safety guidelines.



Finest Materials, Quality Craftsmanship

Reg Office : Watchet Glass and Glazing Ltd, Central Coachworks, Churchill Way, South Road, Watchet, Somerset, TA23 0HD
Registered in England and Wales : 8010992 VAT Reg: GB 850 6471 26 Tel: 01984 631800 e: info@watchetglassuk.co.uk

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Section 1 – Government Guidance.

The current Government guidance (as of 7th May 2020) to Tradespersons carrying out agreed essential work in people's homes is detailed below:

- A Tradesperson can continue essential repair and maintenance work in a domestic home, providing that the
- Tradesperson is well and has no symptoms of COVID-19.
- A Tradesperson/Company should notify all homeowners in advance of arrival.
- On entry to the home, Tradespeople should wash their hands using soap and water for 20 seconds.
- Tradespeople should wash their hands regularly, particularly after blowing their noses, sneezing or coughing, and when leaving the property.
- Where facilities to wash hands are not available, hand sanitiser should be used, and Tradespeople should carry this with them at all times.
- Tradespeople should maintain a safe distance (at least 2 metres) from any household occupants at all times. Tradespeople/Companies should ensure good ventilation in the area where they are working, including opening the window.
- No work should be carried out in any household which is isolating or where an individual is being shielded, unless the work is to remedy a direct risk to the safety of the household, such as an emergency glazing or repair.
- No work should be carried out by a Tradesperson who has COVID-19 symptoms, however mild.



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Section 2 - Make sure it's safe for an installer to enter your home

Before your Watchet Glass & Glazing Installer arrives, they'll contact you to make sure it's safe for them to install windows or doors in your home.

Your installer will need to postpone the installation if:

Any person in your household has had COVID-19 symptoms, however mild, within 14 days of the installation date

Any person in your household has been asked to shield

Extra precautions will need to be taken if:

Any person in your household is clinically vulnerable, but has not been asked to shield, e.g. someone over the age of 70.

Section 3 - The working environment

Most companies in the construction and home improvement sectors aim to do the best job they can to ensure they leave their customers satisfied and with a healthier and improved home. A Tradesperson's working environment may change from day to day. For example, one day they may be installing windows in a small flat and the next day they could be starting to build a conservatory on a large property. Regardless of the environment, at Watchet Glass & Glazing we have adjusted our safety equipment and practices to suit and in line with the Government health and safety guidance.

Section 4 – What to expect from Watchet Glass & Glazing

Please see below, some of the safety measures you should expect from Watchet Glass & Glazing staff members.

- ✓ We are working to this Safe Guide a new Safe Systems of Work procedure and Risk Assessment that references the Government guidelines.
- ✓ Watchet Glass & Glazing employees are safety aware and adhere to Government health guidelines.
- ✓ Expect our workers to operate 2 metres apart where installation activities allow.
- ✓ Our staff will be wearing gloves and/or face coverings when in enclosed spaces.
- ✓ Our staff will have hand sanitiser available and make a commitment to frequently clean/wash hands.

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- Our staff will be aware of the areas of your home where they can enter or not – please make it clear which parts of your property that are prohibited when booking your appointment/installation.
- Our installers or service engineer will have low tack adhesive floor coverings laid out and in some cases taped to the skirting. They will clean down with disinfectant all surfaces they have handled or installed at the end of each day – including cleaning any new window or door frames and any glass/seals or beading they will also clean any door handles, light switches, handrails and any other existing part of the fabric of your building that they will have touched.
- Our staff will eat away from the property – either in their van or outside. They will bring their own food and drink for refreshment breaks and lunches.
- Our staff may require access to washroom facilities / toilets and have a separate Risk Assessment for this, they will also be using their own single use disposable gloves, sanitising wipes, paper towels and PPE disposal bags for this activity.
- Our staff will make the working area safe at the end of each day, clean all surfaces and remove any materials.

Section 5 - Letting Our Staff Into Your House

- Agree a suitable arrival time - We will have agreed this time already, please allow between 15 - 30 minutes for unforeseen delays between appointments and possible travel disruption.
- When our employees (e.g. salesperson, surveyor, installers or service engineer) arrive and you open your door, stand 2 metres back and please confirm that neither you or any other member of your household is suffering from any symptoms of COVID-19.
- Ask our employee (s) to confirm the same. (We take and log the temperature of every member of staff daily, no member of staff will be permitted to arrive for work if they show any signs of suffering from any of the symptoms of COVID-19)
- Ensure that all doors are open to the room(s) you wish to walk through or enter are open prior to our arrival.
- Open external windows prior to our employee(s) arrival within the room(s) you wish us to visit.
- Please then guide them to an area where the work or a conversation can take place with at least a 2m distance between you and our company's employee(s).

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How you can help:

- ✓ Cover any appliances or furniture in rooms that are being worked on. Your Watchet Glass & Glazing installer will provide clean or disposable floor coverings.
- ✓ Wipe down with disinfectant any areas your installer is likely to come into contact with during the installation.
- ✓ Don't worry about supplying refreshments. Usually all Watchet Glass & Glazing Installers love a cup of tea but during the COVID-19 outbreak they'll be supplying their own refreshments.
- ✓ Try to comply with social distancing guidelines when near installers, whenever possible.
- ✓ Please provide a facility where installers may wash their hands regularly. They'll be carrying hand sanitiser but soap and water is preferable.
- ✓ Please do not touch or handle any of your installer's tools, materials or PPE.
- ✓ Keep internal doors to rooms that are being worked on open at all times to increase airflow and reduce contact with handles.
- ✓ When your installer arrives, agree with them any areas that will become out of bounds such as where you or other household members will remain during the installation.



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Section 6 - Personal Protective Equipment (PPE)

PPE or Personal Protective Equipment is an often used phrase since the outbreak of Coronavirus (COVID-19), but what exactly does it include? Expect Watchet Glass & Glazing employees working on your property to wear;

- Gloves
- Masks
- Protective footwear
- Possibly overalls
- Possibly hard hats
- Possibly goggles

Though not all PPE will be directly related to COVID-19, our employees will be wearing gloves and masks if they are likely to be within 2 metres of another person in your home. You should also note that COVID-19 can be transferred from PPE and other surfaces such as fabrics, plastics, metals, wood and glass. It is therefore advisable not to touch any PPE or other materials that are being used for your home improvement until the job has been completed and all surfaces have been thoroughly cleaned with soap and water or chemical cleaners.

Frequently asked questions:

I have mild symptoms, can Watchet Glass & Glazing still fit my windows or doors?

No. If you or anyone in your household has had COVID-19 symptoms within 14 days of the installation date, the work will need to be postponed.

This is the same for the installers: no employee that has had symptoms, no matter how mild, in the 14 days leading up to the installation date, will be allowed to install your windows or doors.

I am shielding as I am at a higher risk. Can Watchet Glass & Glazing still fit my windows or doors?

No, if you are at a higher risk and shielding, nobody outside your household should be entering your home. Your window or door installation will need to be postponed.

How will I know what to do on the day a Watchet Glass & Glazing Installer comes to fit my windows or doors?

For a general idea, read this guide. For specifics, We will call you beforehand and discuss our installation plan for your home so you know how the day will go.

Will I need to clean up after my Watchet Glass & Glazing Installer leaves?

Your installer will take care to sanitise any areas they have come into contact with during the installation process, including your new windows or doors. If you feel happier sanitising the area again, please avoid touching any wet sealant.

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Further information

This Safe Guide covers the key checks and balances you should ensure are in place before you employ a glazing company to repair, maintain or replace your windows and doors or install your conservatory, orangery, extension, porch, roofline, glass structure or garden house.

The information in this Safe Guide is aligned to the Government and Public Health England health and safety guidance regarding tradespeople working in homes during the COVID-19 pandemic, as published on 7th May 2020. This Guide will be updated as and when the Government guidance is updated or there is any change in legislation. If you are in any doubt regarding the content of this guide, please visit the Government website for the latest guidance on tradespeople working in domestic properties.

Please see web links below for further information.

www.gov.uk

www.nhs.uk

www.who.int

This Document is subject to review please see our website for the latest version.

www.watchetglassuk.co.uk

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