



COVID-19: INSTALLATION POLICY

We're working hard to keep your household and our installers safe during COVID-19



WE'RE DOING OUR PART

At Futureglaze Windows our team is committed to protecting the health and safety of our workers and customers during these unprecedented times. In order to adhere to the Government's guide lines, the following steps will be taken before and during your installation to minimise the risk of exposure to the COVID-19 for both our team and customers.

Prior to installation, we will contact you to establish that no member of your household is showing any symptoms of COVID-19 or is currently self-isolating. We will also look to confirm that you are happy for your installation to proceed with both our team and yourself adhering to measures outlined within this document.

OUR COMMITMENT

- If any member of our team, or anybody within their household, is showing any symptoms of COVID-19, they will be made to stay at home. We will then contact you to inform you that we will not be attending due to a member of your fitting team displaying symptoms. Your installation will need to be rearranged.
- We will endeavor to limit the number of our team members that are required to enter your home.
- Wherever possible, we will allocate the same team members to carry out work within your household until your project is complete.
- Our team have received training on how to correctly put on, use/wear, and take off protective clothing and equipment.
- Wherever possible, our team will use masks over the nose and mouth, limiting the risk of our team passing on or contracting the virus.
- Normal control measures, including personal protective equipment (PPE), necessary to protect our team from hazards that maybe present throughout the installation process will continue.
- At all times we will avoid physical contact (including shaking hands or exchanging any documentation) with others, including our own team members, and increase personal space to at least two meters whenever possible.
- Our team will decline hot or cold beverages, food or any other form of refreshment from customers in order to reduce the risk of cross contamination.
- Respiratory etiquette, including covering coughs and sneezes will be followed at all times.
- Promotion of personal hygiene will be followed at all times, if our team do not have immediate access to soap and water for handwashing, alcohol-based hand rubs containing at least 60 percent alcohol will be used.
- Approved cleaning chemicals or those that have label claims against the coronavirus will be used to clean surfaces wherever appropriate. The cleaning of the installed product will also be carried out in line with guidance given from the product manufacturer. Some products may need to be cleaned with only mild soapy water to avoid tarnishing them.
- If tools or equipment are to be shared, we will use alcohol-based wipes to clean tools before and after use.
- We will keep in-person contact as short as possible, limiting the number of people in attendance, and always use social distancing practices.



WHAT WE NEED FROM YOU

- Prior to your installation, should you or any member of your household show any symptoms of COVID-19, please contact us to reschedule your installation. These symptoms include:
 - a high temperature – this means you feel hot to touch on your chest or back
 - a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours. If you usually have a cough, it may be worse than usual
- Throughout the installation, we will require you to remain at least two meters away from our team. Ideally, you would remain in another area of your property such as upstairs or in the garden until the installation is complete.
- Provide a clean and sanitary working environment for our team. This could be as simple as wiping down any surfaces within close proximity to the installation with approved cleaning chemicals.
- Do not offer our team any food or refreshments during their visit. Sharing food and drink increases the risk of cross contamination.
- Wherever possible, we will limit the need to pass over paperwork. However, upon completion we may ask you to sign a confirmation that you are happy with our workmanship. In this case, please use your own pen and place any paperwork down for our team to collect.



DISCLAIMER

It remains the responsibility of individual companies to refer to refer to, interpret and implement the social distancing and PHE guidelines and requirements. This document shows Endurance Doors' 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.