


**FINELINE.** Where your home matters  
WINDOWS • DOORS • CONSERVATORIES



**COVID19**  
**Safe Operating**  
**Procedures Guide**



## Protecting our customers

Following the Covid-19 lockdown, we look forward to helping you with all your home improvements again.

However, the safety of our customers, is our top priority, which is why we would like to reassure you that we are taking all necessary steps required to protect both you and your families and carry out all work as safely as possible. As part of this process we have undertaken full risk assessments and training, which the documents can be viewed online [www.fine-line-windows.co.uk/blog/covid-19-coronavirus-customer-update/](http://www.fine-line-windows.co.uk/blog/covid-19-coronavirus-customer-update/)

We are operating under the Government's COVID-19 Safe Operating Procedures and adhering to the strict social distancing guidelines at our head office and depot.

This includes all employees washing their hands with hand sanitiser; sanitising all hard surfaces; all installers/showroom staff/managers utilising disposable masks and gloves when there is no other option to work within 2.0m of any other person; all visitors kept to a minimum; training on the safe operating procedures given to all staff; any employee showing any COVID-19 symptoms remaining at home.

**However, under the current Government guidance we will not be attending home appointments or carrying out work in a household where someone has symptoms, or where there are vulnerable people, for example the over 70's or those asked to shield.**

## Our Showsites

We understand that you will want to visit one of our 13 state-of-the-art showrooms to view our products. It's why the following rules will be followed:



All hard surfaces will be sanitised, especially high-traffic areas such as door handles and lights switches, twice a day.



2.0m social distancing limit for initial greeting marked on the floor and sign posted for customers to adhere to.



All demonstrators and designers to utilise disposable masks and gloves.



Disposable masks and gloves made available to members of the public visiting the show site.



Hand sanitiser made available and details of the nearest wash station with soap and water clearly displayed.



High contact areas wiped with antiseptic wipes following each customer visit.



Training on social distancing requirements and the use of provided PPE given to all demonstrators and designers.



## Appointments

We understand that there will be a period of adjustment and it may take some time for you to be completely comfortable with salespeople and surveyors visiting your home. That's why:



Designers/salespeople/surveyors must contact the client prior to their visit to explain the social distancing requirements for the visit.



All discussions between designers/salespeople/surveyors and the client will take place outdoors (where feasible) or via email, following the appointment where possible.



All designers/salespeople/surveyors to utilise disposable masks and gloves for the full duration of all visits.



Designers/salespeople/surveyors to wash hands upon entry and exit to clients' property or utilise hand sanitiser.



Training on social distancing requirements and the use of provided PPE given to all designers/salespeople/surveyors.





## Installations

When carrying out your work, our priority is keeping you safe and protecting our workforce which is why all our installers and engineers will be issued with the correct PPE, including disposable face masks, disposable gloves, hand sanitiser and antibacterial wipes.

**To ensure everyone's safety, we will be adhering to the following:**



Booking staff must contact the client prior to visit to explain the social distancing requirements for the visit.



All discussions between designers/salespeople/surveyors and the client will take place outdoors (where feasible) or via email, following the appointment where possible.



All installers/managers to utilise disposable masks and gloves for the full duration of the installation and on any visits.



All installers/managers/tradesmen to wash hands upon entry and exit to clients' property or utilise hand sanitiser.



Conservatory installers to utilise provided portaloos to minimise the need of entry to the customers' property.



Where installation teams share a van, these will be cleaned down regularly with particular emphasis on handles and other high contact areas. Windows will be kept open when driving and the passenger is to face away from driver.



Training on social distancing requirements and the use of provided PPE given to all installers and managers.

# Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

## • FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer FineLine Date 13th May 2020

Who to contact:  Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

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