**Albany Windows Ltd**

**Covid-19 Health and Safety Risk Assessment – Detection of illness in staff and customers**

Staff should not report for work if they have any concern that they may have any of the symptoms associated with Covid-19 and will co-operate with whatever tests the company may implement in the workplace.

Customers must inform the company if they have any symptoms associated with Covid-19 and re-arrange planned visits by the company.

Government guidelines advise that the wearing of masks is not mandatory for staff or customers.

**Covid-19 Health and Safety Risk Assessment – Office workers**

**Objectives:**

* To maintain 2m social distancing wherever possible, including while arriving at and departing from work and while in work. You must maintain social distancing in the workplace wherever possible.
* To minimize the risk of infection spread.

**We will do this by implementing the following measures:**

* All staff to sanitize their hands upon arrival at the office. Using hand sanitiser provided by entrance door and on desks.
* Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. (No desks in the office are currently face-to-face.)
* Desks, computer mice, telephones and handles of chairs, cupboard handles and any other regularly touched surfaces to be wiped down in between a change of user and at the end of each day.
* We have a small number of people in our office as practically possible (reduced social bubble) so each person has reduced contact. (as each person works with only a few others each day)
* Where office staff are working in too close proximity for too long, we will stagger working hours so that they do not overlap.
* Advise customers to use hand sanitiser points upon entering showroom, with signage in place to highlight social distancing rules and hand sanitizer stations.
* Limiting customers in the showroom to one household at a time, preferably by appointment.
* Opening windows and doors frequently to encourage ventilation, where possible. (Roller doors to be left open as much as possible to increase ventilation in the offices and blowers to be kept on as much as possible.)
* Removing waste and belongings from the work area at the end of each working day.

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**Covid 19 - Health and Safety Risk Assessment – Fitters & Service teams**

**Objectives:**

* To maintain 2m social distancing wherever possible, including while arriving at and departing from work and while in work. You must maintain social distancing in the workplace wherever possible.
* To minimize the risk of infection spread.

**We will do this by implementing the following measures:**

* Vehicles should be regularly cleaned using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces.
* When you arrive at the yard in the morning keep a distance of two metres from your colleagues where possible.
* When travelling in a team of two or three in a van, have the windows open to improve ventilation and try to avoid close face to face interaction. Where there are two occupants in the cab sit at opposite ends of the bench.
* Discussing with households ahead of a visit to ask that a 2m distance is kept from those working, if possible.
* Asking that households leave all internal doors open to minimise contact with door handles.
* Identifying busy areas across the household where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas.
* Ensure that you are carrying hand sanitizer on your van and sanitize your hands before entering the customers home.
* Bringing your own food and drink to households and having breaks outside where possible.
* Ensure that you always maintain a 2 metres distance from the customer and your work colleague where practically possible.
* Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
* Clean regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people
* Removing all waste and belongings from the work area at the end of a shift and at the end of a job.

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**Covid-19 - Health and Safety Risk Assessment – Sales staff**

**Objectives:**

* To maintain 2m social distancing wherever possible, including while arriving at and departing from work and while in work. You must maintain social distancing in the workplace wherever possible.
* To minimize the risk of infection spread.

**We will do this by implementing the following measures:**

* Using remote working tools such as Zoom or Skype to avoid in-person appointments, where practically possible.
* Discussing with households ahead of a visit to ask that a 2m distance is kept from those working, if possible.
* Asking that households leave all internal doors open to minimise contact with door handles.
* Ensure that you are carrying hand sanitizer in your car and sanitize your hands before entering the customers home.
* Only absolutely necessary participants should attend appointments and should maintain 2m separation where possible.
* Avoiding transmission during appointments, for example, from sharing pens and other objects.
* Holding meetings and measuring up outdoors or in well-ventilated rooms whenever possible.
* When walking around a house with customers, ask customers to direct the salesperson to rooms from behind them, by as far as 2m as practical, the salesperson then to move to the window or door and the customer to stand by the door to discuss options and requirements.
* Following the Office Staff risk assessment recommendations when in the office.
* Working from home when you can – where it does not negatively impact the efficiency of the office.

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**Covid-19 - Health and Safety Risk Assessment – Customers**

* Ask customers to read the company’s Covid-19 health and safety guidelines for office / showroom, fitters, and sales staff and assist those staff in implementation of those guidelines.

The company will post or email these Covid-19 H&S guidelines to customers and put them on our website.

* Though fitters will wipe down all products with their normal cleaning products after installation before leaving each day, as an extra precaution customers should wipe down the areas of the products they might touch like handles, and also any flat surfaces in the room which might be touched, like window sill boards and tables.

**Shielded customers and other customers who wish to take greater precautions**

* These are customers who have been advised by their doctors to isolate at home at all times because they are more at risk. It does not include over-70’s unless they have been so advised by their doctor.
* These customers must be given advice and quotations by telephone, email, Skype or Zoom wherever possible, including the customer sending photos of each house elevation from outside and drawings of the new styles of window or door required.
* In the event that a home visit is necessary by a salesman to assess technical factors before giving a quotation then the customer must remain isolated in one room as the assessment takes place, and the front door must be open when the salesman arrives if internal inspection is necessary.
* Such customers must only use rooms the fitters are not going to be working in whilst the installation is ongoing.