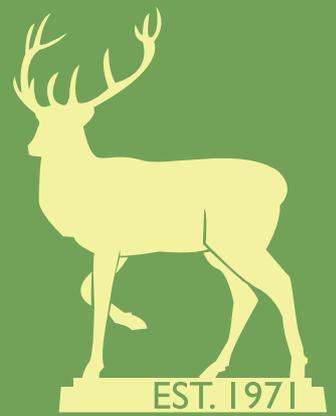


# HERTFORD GLASS

## ***CUSTOMER COVID SAFETY GUIDE***



*Working together to ensure a safe installation*

Here at Hertford Glass, we understand that you may have some safety concerns about welcoming us into your home.

This guide is to help us ensure we can work together safely.

The guide includes:

- How to ensure it is safe for our installer to enter your home and what you can do to help our installer reduce the risk of spreading the virus
- What our installer will do to help reduce the risk of spreading the virus

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# **BEFORE THE INSTALLATION**

## **How we can help:**

- We will contact you to make sure it's safe for us to work in your home. We will need to postpone if any person in your household has had COVID-19 symptoms within 14 days of the installation date

## **How you can help:**

- Let your installer know if you or anyone else in your household develops COVID-19 symptoms as soon as you can so they can plan a new installation date with you
- Tell your installer if any person in your household is clinically vulnerable
- Set aside a room that you can stay comfortable in during the installation to cut down on unnecessary contact with those working in your home.
- Wipe down and with disinfectant any areas your installer is likely to come into contact with during the installation.

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# DURING THE INSTALLATION

## How we can help:

- Installers will comply with social distancing guidelines whenever possible; when not, face coverings will be worn
- They'll wash or sanitise their hands regularly, including before entering your property
- They'll bring appropriate personal protective equipment (PPE) with them

## How you can help:

- Try to comply with social distancing guidelines when near installers, whenever possible.
- 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.
- Don't worry about supplying refreshments, our installers love a cup of tea but during the COVID-19 outbreak they'll be supplying their own refreshments.

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