



Carpet Connection Ltd COVID-19 Working Practices

May 2020

Contents

Office/Kitchen/Storerooms	Page 3
Showroom	Page 4 – 5
Off Site (Customer Properties)	Page 6 - 7
Customer Responsibilities	Page 8

COVID19 Working Practices: Office/Kitchen/Storerooms

Based on the measures implemented by the business following the COVID19 risk assessment carried out (see separate document available) the following guidelines for working practices have been outlined in order to ensure the safety of our staff and visitors.

- **Good hygiene is to be practiced and maintained at all times.**
 - Employees must thoroughly wash their hands using soap and hot water for at least 20 seconds regularly throughout the day.
 - Employees must utilise the hand sanitising facilities put in place by the company upon entering and leaving the premises, and where appropriate through the day to limit contamination between equipment/ surfaces.
 - Visitors must sanitise hands prior to entering and leaving the premises. Employees should direct visitors to appropriate hand sanitising stations and make them aware of tissues/ bins also available if required.
- **Social distancing measures.**
 - A minimum gap of 2m (6.5ft) is to be maintained between individuals at all times.
 - Social contact (handshakes etc.) is to be avoided.
 - Over-crowding of office, kitchen and storeroom areas is to be avoided.
 - If meetings must be held in person, employees should ensure that visitors have not been diagnosed with, exposed to or presenting symptoms of COVID19.
- **Cleaning/ non-sharing of equipment.**
 - Employees must regularly and thoroughly disinfect their equipment (including telephones, computers etc.) and work areas/ surfaces using appropriate methods/ materials.
 - Where possible employees must use only their own equipment (such as pens). It is the responsibility of employees to disinfect their individual equipment.
 - Any shared equipment must be cleaned after each use to avoid cross-contamination between users.
- **Personal health and wellbeing.**
 - It is the responsibility of employees to ensure that they are fit and well enough to work. Any concerns about COVID19 related symptoms or any other health problems should be reported to the Directors immediately.
 - It is the responsibility of employees to inform Directors if they believe they have come into contact with individuals who are suffering from or are presenting symptoms associated with COVID19 (including inside and out of work).

COVID19 Working Practices: Showroom Premises

Based on the measures implemented by the business following the COVID19 risk assessment carried out (see separate document available) the following guidelines for working practices have been outlined in order to ensure the safety of our staff and visitors.

- **Good hygiene is to be practiced and maintained at all times.**
 - Employees must thoroughly wash their hands using soap and hot water for at least 20 seconds regularly throughout the day.
 - Employees must utilise the hand sanitising facilities put in place by the company upon entering and leaving the premises, and where appropriate through the day to limit contamination between equipment/ surfaces.
 - Visitors (including customers, company representatives and delivery drivers) must sanitise hands prior to entering and leaving the premises. Employees should direct visitors to appropriate hand sanitising and washing stations and make them aware of tissues/ bins also available in the showroom if required.
- **Social distancing measures.**
 - A minimum gap of 2m (6.5ft) is to be maintained between individuals at all times.
 - Social contact (handshakes etc.) is to be avoided.
 - Employees must ensure that the number of individuals in the showroom enables social distancing to be practiced.
 - Employees receiving deliveries must also adhere to social distancing measures.
 - Concerns about customer/ delivery driver compliance should be reported and/ or addressed as soon as possible.
- **Cleaning/ non-sharing of equipment.**
 - Employees must regularly and thoroughly disinfect their equipment (including telephones, computers etc.) and work areas/ surfaces using appropriate methods/ materials.
 - Where possible employees must use only their own equipment (such as pens). It is the responsibility of employees to disinfect their individual equipment.
 - Any shared equipment (telephones etc.) must be cleaned after each use to avoid cross-contamination between users.
 - Showroom contact 'hot spots' (sanitiser dispensers, door handles, plug and light switches, remotes) must be sanitised regularly – between each contact if possible.
- **Changes to processes.**
 - Customers should be encouraged to book appointments in advance to avoid having to wait to be served due to reduced showroom capacity.
 - Advise customers of social distancing precautions (in-store and during measuring/ fitting) in advance.
 - Non-essential doors should be left open to minimise the number of people who touch them (this does not apply to fire doors).
 - The number of people in the showroom is to be limited to ensure social distancing is possible.
 - Ask customers to leave out any pattern/sample books they have handled so that they can be sanitised after use.
 - Encourage cashless purchases. Card machines should be wiped down and sanitised before and after each use.

- Use of toilet facilities should be limited to staff only and cleaning carried out as appropriate (door handles, flushes, taps etc.)
- **Personal health and wellbeing.**
 - It is the responsibility of employees to ensure that they are fit and well enough to work. Any concerns about COVID19 related symptoms or any other health problems should be reported to the Directors immediately.
 - It is the responsibility of employees to inform Directors if they believe they have come into contact with individuals who are suffering from or are presenting symptoms associated with COVID19 (including inside and out of work).

COVID19 Working Practices: Off-Site (Customer Properties)

Based on the measures implemented by the business following the COVID19 risk assessment carried out (see separate document available) the following guidelines for working practices have been outlined in order to ensure the safety of our staff and visitors.

- **Good hygiene is to be practiced and maintained at all times.**
 - Employees must thoroughly wash their hands using soap and hot water for at least 20 seconds when possible throughout the day.
 - Employees must utilise the hand sanitising facilities put in place by the company upon entering and leaving the premises, and where appropriate through the day to limit contamination between equipment/ surfaces.
 - Measuring and fitting vehicles are to be equipped with hand sanitising gel, antibacterial wipes and tissues.
 - Employees should sanitise their hands prior to entering and leaving customer premises and as necessary during the appointment. Contact with customer property 'hot points' (door handles) to be avoided if possible. If contact cannot be avoided, employees should sanitise their hands as appropriate.
- **Social distancing measures.**
 - A minimum gap of 2m (6.5ft) is to be maintained between individuals at all times.
 - Social contact (handshakes etc.) is to be avoided.
 - Customers will be informed of social distancing requirements prior to appointment. Employees should avoid unnecessary contact with customers. Concerns about customer compliance should be reported and/ or addressed as soon as possible.
 - Fitters will be working in set teams. Where social distancing within the team is not possible due to the nature of the task (such as lifting carpets), the task is to be completed swiftly and face to face contact is to be kept to a minimum.
- **Use of PPE.**
 - When working in close proximity of other employees, face coverings can be worn.
 - Gloves may be worn if employees prefer but should not be used to substitute good handwashing and cleaning practices. If gloves cannot be changed/ sanitised as necessary, they should not be worn to avoid cross-contamination, and instead hands regularly cleaned.
 - PPE must not be shared between employees and should be well maintained and replaced as necessary.
- **Cleaning/ non-sharing of equipment.**
 - Vehicle door handles, steering wheels, gear sticks etc. should be wiped down regularly.
 - Where possible employees should use their own equipment.
 - Any shared equipment must be cleaned after each use to avoid cross-contamination between users. The use of gloves does not negate the need to sanitise tools/ equipment between uses and jobs.
- **Changes to processes.**
 - Confirm no one is self-isolating or shielding at the location to be visited.
 - Minimise time spent inside the home and contact with the customer. Decline offers of food or drink and do not use the toilet if possible.
 - Ask customers if they would prefer masks are worn.

- Ask customers to leave internal doors open to minimise contact with door handles.
- If the customer permits, try to keep windows open to allow air circulation.
- Any furniture to be moved, and surfaces touched during visit, should be sanitised after contact.
- **Personal health and wellbeing.**
 - It is the responsibility of employees to ensure that they are fit and well enough to work. Any concerns about COVID19 related symptoms or any other health problems should be reported to the Directors immediately.
 - It is the responsibility of employees to inform Directors if they believe they have come into contact with individuals who are suffering from or are presenting symptoms associated with COVID19 (including inside and out of work).

COVID19 Working Practices: Customer Responsibilities

We are dedicated to ensuring the health and safety of our staff and customers, and as such certain measures have been put into place to enable safe working processes for all parties involved.

Shop Visits

Our shop has undergone a thorough clean, and hand sanitising provisions put in place to ensure it is a safe environment for visitors and staff. Please bear in mind that:

- Social distancing recommendations (maintaining a minimum gap of 2m/ 6.5ft between persons) must be adhered to at all times and avoid social contact.
- The number of individuals permitted in-store at one time is currently limited. Booking an appointment is advisable.
- Visitors are asked to sanitise their hands when entering the premises at the sanitising stations provided.
- Please avoid handling sample books unnecessarily and leave any you handle out so that they can be sanitised after use.
- Please pay by card (in-person or via phone) or via bank transfer whenever possible to reduce contact.

Fitting/ Measuring

Our staff have been provided with appropriate PPE and sanitising tools to enable them to complete their work safely, but we would also ask that customers assist with this by:

- Following social distancing recommendations (and maintaining a minimum gap of 2m/ 6.5ft between persons) at all times, avoiding social contact.
- Waiting in a separate room or area of the property whilst measure/ fitting is being completed.
- Leaving internal doors open, if possible, to limit unnecessary contact with door handles etc.
- If allowable please leave windows of rooms to be fitted open to encourage airflow.
- Clearing the areas as much as possible, ideally making sure the area to be worked in is completely empty prior to the fitters' arrival.
- If not completely clear, ensure that any furniture to be moved by fitters has been sanitised appropriately prior to their arrival.

It is the responsibility of our customers to ensure that they (and their household) are fit and healthy before visiting our premises and prior to measuring/ fitting appointments. Should you have any concerns about this please contact us to discuss prior to your visit or in advance of any booking you may have with us.

Acceptance of an estimate and/or appointment indicates your agreement to the conditions outlined above. Our full COVID19 risk assessment and working practice policies are available upon request.