

BRYANT AND CAIRNS SAFE WORKING PRACTICES

THE SAFE GUIDE FOR HOMEOWNERS

The **Safe guide** for employing a Double Glazing and Conservatory Extensions company to improve your home during the **COVID -19 crisis**

ENSURING
THE **SAFETY**
OF OUR **STAFF**
& **CLIENTS**



This **Safe guide** covers:

- Visiting Bryant and Cairns Show Site
- Digital sales options and signing of contracts
- Site surveys
- Installations and your home
- Payment
- Aftersales

WINDOWS & CONSERVATORIES
**Bryant
AND
Cairns**

WELCOME TO YOUR SAFE GUIDE

With the outbreak of the COVID-19 pandemic, lifestyles and attitudes around practically everything have changed. However as the situation evolves and we emerge from the crisis, there is now an even greater respect for health and safety than ever before.

- ✓ Following all Government and (GGF) guidance, we have produced this Safe Guide to assure you the homeowner, that when it comes to any essential double glazing or conservatory extension installations, your health and safety is of paramount importance.
- ✓ Please use this Safe Guide as your reference to make sure you are clear on all aspects of what to expect from your experience with Bryant and Cairns, from initial consultation through to final installation.
- ✓ This guide also highlights the checkpoints for your installation for essential repair, maintenance or replacement of windows, doors or full installations of conservatories or extensions or other external glazing related home improvements.
- ✓ We ask all clients to adhere to the guidance provided throughout this document, to help ensure the continued safety of staff and other clients alike. We hope you find this Safe Guide helpful and look forward to providing you with our continued high level of service.

Keeping you protected

This Safe Guide has been carefully constructed and we hope, gives you peace of mind during these extraordinary times. The information in this Guide has been produced to help you understand every new protocol Bryant and Cairns has put in place to ensure the essential work in your home is done safely and professionally.



VISITING THE BRYANT AND CAIRNS SHOWROOM

FACE MASKS
ARE MANDATORY
WHEN VISITING
OUR SHOWROOM
FROM
10TH JULY

Our Conservatory Village and Showroom will be open to customers, but the following guidance must be adhered to, to ensure the safety of both clients and Bryant and Cairns staff. We ask that if you or a member of your family has taken unwell that you refrain from visiting until deemed well again, having followed the correct isolation procedures at home.

- It is recommended that clients use their own transport when travelling. Public transport should be avoided where possible. Clients are welcome to use the designated Bryant and Cairns parking lot upon arrival.
- Upon arrival, please use the dedicated lanes to enter the premises. Please ensure you follow the 2m markers if in the proximity of other clients. You may be asked to wait in a staggered queue if the showroom has more than 2 clients already on the premises. We will do our utmost to ensure you are dealt with as quickly as possible.
- On entering the building, please use the hand sanitising facilities provided and await a member of staff to greet you. Please note we cannot shake hands and physical contact should be avoided.
- Where practical, maintain a 2m distance from staff and other clients when moving through the show site. We ask that you do not touch any of the products, unless instructed by a member of staff that it is OK to do so. Our team are happy to demonstrate any of our products for you.
- Staff will ensure that all surfaces are cleaned and maintained throughout the day, to ensure the Show Site environment is kept to a very high standard.
- Physical brochures and hand-outs are currently not available to minimise handling. Digital versions of all documents are available and can be emailed upon request.



ENQUIRIES CAN BE CARRIED OUT
VIA OUR DIGITAL APPOINTMENT
SYSTEM IF YOU ARE UNABLE TO
VISIT OUR SHOW SITE.



ALL
BROCHURES
ARE AVAILABLE
DIGITALLY UPON
REQUEST

ENQUIRIES AND DIGITAL SALES OPTIONS

Our specialist team of Advisors are on hand in the showroom to discuss all matters. If you prefer to discuss your enquiry remotely, our team are set up to conduct meetings via video call and can assist you from the comfort of your own home.

In the showroom

- We ask that you maintain a 2m distance from staff at all times where practical. Please note we cannot shake hands and physical contact should be avoided where possible.
- Designated clean areas have been created to allow suitable space to discuss your enquiries in greater detail. Hand sanitising facilities have been placed throughout for your use.
- When viewing products, we ask you remain vigilant and do not touch unless advised it is OK to do so by a member of staff. Please use the hand sanitising facilities provided after handling any of the products. Our specialists are happy to demonstrate products at your request.
- Staff will ensure that all surfaces are cleaned and maintained throughout the day, to guarantee the show site environment is kept to a very high standard.
- Quotations can be provided verbally and produced digitally via email. Paper copies can be provided upon request if required. Quote packs can be agreed upon and signed using an E-Signature.

From Home

- Enquiries can be carried out via our 'Digital Appointment' system using video call apps or phone. All brochures are available digitally and contracts can be signed off using E-signature.



THE KEY QUESTIONS AND CONSIDERATIONS TO ASK YOURSELF BEFORE CARRYING OUT ANY ESSENTIAL HOME IMPROVEMENTS.

PREPARING YOUR HOME FOR ON SITE VISITS

Before employing a company to carry out an essential home improvement in your property, it might be worth asking yourself, “how healthy is my home?” Undertaking a healthy home assessment not only protects the health of those living in your property but also safeguards the health of any tradespeople entering and working in your home.

Making your home healthy and safe may require some assessment.

For example, is your home well ventilated? Is there suitable space for Installers to work at a safe distance? Is it cramped? Can doors be kept open to allow proper ventilation?

These are just some of the questions you might ask when thinking about the kind of home improvements that would make your home healthier.

Your physical home may be healthy, but are the occupants, perhaps your family, at risk?

Ask yourself.

- Is there anyone with underlying health conditions living in my property?
- Is there anyone with symptoms of COVID-19 living in my home?
- Could anyone entering my home, affect my health or those living with me?
- Are there any sick or elderly people living in my home who could be affected by external Tradespeople?
- Will anyone (such as a tradesperson or surveyor) visiting my home be affected by working in my home?
- Can I isolate anyone who is sick or elderly from the Tradespeople in my home?

SITE SURVEYS AT YOUR HOME

Site Surveys are still an essential requirement and will be carried out adhering to all Government and GGF (Glass and Glazing Federation) recommendations and social distancing best practices. Members of staff from Bryant and Cairns will not be allowed to attend in the instances he/she is showing signs of COVID-19 or a member of the household is carrying out isolation procedures.

- Our team will call 1 hour before attending to ensure that all members of the household are fit and well.
- All Surveyors will be provided with essential PPE and shall wear for the duration of their visit to site. Surveyors will make sure to wash their hands upon arrival and do so throughout the visit.
- All work will be carried out on the exterior of the property where possible. Some elements may require the Surveyor to enter the home but shall be done so using the relevant PPE and adhering to social distancing guidelines. We ask that all members of the household also follow social distancing rules during this time and keep 2m apart where practical.
- Good ventilation is required in the areas of work. Surveyors will ask for all internal doors to be open to reduce the need to touch shared surfaces and may ask that windows are open whilst inside your home.
- As part of their visit, the Surveyor will conduct a Health and Safety Risk assessment in relation to your home and safe working conditions for installation.
- Once the survey is complete, the Surveyor will conduct any further communications via phone or online modes where possible.



INSTALLATION PROTOCOLS

When the day comes for installation at your property, our teams will implement a strict code of conduct to guarantee the safety of all parties:

- A member of our team will call 1 hour before attending to ensure that all members of the household are fit and well.
- If it is apparent in the days before installation that yourself or a member of your family is showing symptoms of COVID-19, we ask that you contact us immediately.
- All Installers will be provided with essential PPE which shall be worn for the duration of their time on site. All teams will adhere to social distancing amongst themselves where practical, maintaining 2 metres at all times.
- Installers will be provided with hand sanitiser and will be committed to frequently clean/wash their hands.
- All work will be carried out on the exterior of the property where possible. Some elements may require the Installers to enter the home. Please be clear to the team which areas of your home they can access and confirm which parts of the property are prohibited.
- Where working in the home is required, all Installers will continue to wear essential PPE. Floor coverings will be placed and taped off if required. Social Distancing will be adhered to at all times during the time in your home. We ask all members of the household to remain 2m away as well.
- Good ventilation is required in the areas of work. Installers will ask for all internal doors to be open to reduce the need to touch shared surfaces and may ask that windows are open whilst inside your home.
- Installation teams shall bring their own provisions for breaks and lunches and will eat away from the property, either outside or in the individual's vehicle. We ask that you do not offer any teas, coffees or food during this time.
- Our teams will be provided with portable toilets and should not require access to your bathroom. It is at the client's discretion if they wish to allow the team access to the bathroom.
- All work areas will be cleaned down with disinfectant at the end of each day. This will include any new window or door frames recently installed as well as glass/seals or beading.



THE KEY QUESTIONS AND CONSIDERATIONS TO ASK YOURSELF BEFORE CARRYING OUT ANY ESSENTIAL HOME IMPROVEMENTS.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE or Personal Protective Equipment is an often-used phrase since the outbreak of Coronavirus (COVID-19), but what exactly does it include?

Our teams will be supplied with and wear the following on site;

- Gloves
- Masks
- Protective footwear
- Overalls
- Hard hats where required
- Goggles or visors where required

Though not all PPE will be directly related to COVID-19, it is worth noting that the Installers working in your home will wear gloves and masks if they are likely to be within 2 metres of another person in your home.

You should also note that COVID-19 can be transferred from PPE and other surfaces such as fabrics, plastics, metals, wood and glass. It is therefore advisable not to touch any PPE or other materials that are being used for your home improvement until the job has been completed and all surfaces have been thoroughly cleaned.

OUR AFTERSALES TEAM

If you have any issues or queries with your recent installation, we ask that you contact us by telephone or email.



0131 440 2855



INFO@BRYANTANDCAIRNS.CO.UK

Our dedicated Aftersales team will be able to assist with your enquiry and determine the best solution to your issue.

If an engineer is required to attend your property, they will follow the same protocol followed by our Installation teams.

OUR DEDICATED AFTERSALES TEAM ARE ON
HAND TO ASSIST WITH ALL MATTERS RELATING
TO YOUR RECENT INSTALLATION UNDER THE
10 YEAR PRODUCT AND SAFETY GUARANTEE.

MAKING PAYMENT

All future payments should be made through online procedures such as bank transfers or BACS payment. Payments can also be made via telephone. Cash or cheque payments will be accepted at the company's discretion.

CONTACTS

T: 0131 440 2855

E: info@bryantandcairns.co.uk

www.bryantandcairns.co.uk