



SAFE OPERATING PROCEDURES

A Guide for KJM Prospects & Customers
in light of COVID-19 (Coronavirus)

– Updated 14th May 2020.





**Safe Operating Procedures – A Guide for KJM Prospects & Customers in light of COVID-19
(Coronavirus) – Updated 14th May 2020.**

Contents

- 1 - An Introduction - The Reasons for providing an Operating Procedure
- 2 - The Methodology Used
- 3 - Sales Appointments
- 4 - Survey Appointments
- 5 - Installation and Post-Installation
- 6 - Personal Protective Equipment (PPE) and face coverings
- 7 - What we ask of you – Our valued Customer
- 8 - Other Points of Note



1 - An Introduction – The reasons for providing an Operating Procedure

KJM hold in paramount importance the safety of our representatives and customers. This document details how we will operate on all forthcoming sale, survey and installation stages.

The following guidance is in reaction to the COVID 19 outbreak in the UK and is compiled based upon the latest guidance as set out by HM Government on the 11th May 2020 titled “Working safely during COVID-19 in other people’s homes – Guidance for employers, employees and the self-employed”.

To view the document, please visit <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

In these exceptional circumstances current Government advice is to adhere to the rules of social distancing characterized by maintaining at least a 2-metre separation between any persons other than those within the same household.

2 - The Methodology Used

When assessing the risks within the given business the following hierarchy is applied to successfully control any hazards associated with workplace activities:

- **Elimination** by avoiding situations that create risks,
- **Substitution** by exchanging more hazardous with less hazardous,
- **Isolation** by introducing a barrier between the people and the hazard,
- **Administrative Controls** by introducing provision of health and safety signage and markings, safe systems of work, procedures and permits to work,
- **Personal Protective Equipment** must be used to provide additional protection to safeguard against limitations of other controls listed above.

We believe with very careful management of our actions and strict adherence to our procedures we can eliminate the risk of transmitting the virus through our direct operations. We will monitor and enforce all practicable steps regularly to ensure the safest possible working environment for our installers, surveyors, sales representatives, management and, in turn, our valued customers and prospective customers.



Our health and safety risk assessments call for the following precautions before any work is undertaken:

- All KJM representatives must follow the rules of social distancing with the minimum of a 2-metre distance applied at all times whether at work or outside of work, where this is possible.
- KJM representatives are not to attend a workplace if a member of the customer's household is displaying any signs or symptoms associated with COVID 19 or where an individual has been advised to shield - unless it is to remedy a direct risk to the safety of the household.
- When working in a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, we will make prior arrangements to avoid any face-to-face contact, for example, when answering the door.
- All KJM representatives must follow hand and respiratory hygiene rules.
- KJM staff will use hand sanitizer which will always be carried on their vehicles, both before entering the home and upon leaving customer premises.

In order for KJM to compile a full and comprehensive risk assessment we would ask the homeowner to advise us if they, or any member of their household, was affected by or has shown symptoms of Covid 19 within the last 14 days prior to the arrival of any representative to their home.

3 - Sales Appointments

Where, at all feasible, before visiting any premises for the purposes of conducting a sales visit we will endeavour to ascertain as much information regarding the project remotely as possible. This may be by 'virtual appointment', such as Skype, Facetime or WhatsApp or simply via telephone. We will seek to obtain photographs and approximate dimensions beforehand.

If we are attending a potential customer's home, we will arrange safe working methods with the homeowner prior to visiting, for example we will access the rear garden to gather measurements required to design a conservatory.

Where possible, questions and queries appertaining to the appointment will / can be asked via e mail or phone following the visit to minimise potential contact.



4 - Survey Appointments

Using a lot of the information gained from the sales appointment, the surveyor will prepare the survey before visiting to minimize the time on site. Where internal measurements are required to be taken, the surveyor shall ask if he can access the room in question unaccompanied. The 2-metre distance rule will always be observed, where possible.

If necessary, and where possible, any survey queries for resolution will be conducted remotely with the customer once the surveyor has left site.

Upon survey, we will also complete a COVID-19 Risk Assessment in addition to our "normal" property specific Risk Assessment. This will be shared with you prior to installation and also shared with the team of installers who will be carrying out the work at your property.

5 - Installation and Post-Installation

As a business, KJM has taken all mitigating actions possible to reduce the risk of transmission between their staff. These actions include:

- Further increasing the frequency of hand washing and surface cleaning.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Start times / load up times from our warehouse will be staggered to ensure that there is no congestion. 2 metre social distancing will always be observed, where possible.
- Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing.

Working methods will be individually assessed and considered by the installer at each installation location within the home, to ensure the homeowner can be safely located in an area away from the immediate working vicinity until the installation is complete and has been fully cleaned down with an anti-bacterial spray. We will also endeavour to clean every area that we have touched such as surfaces and door handles. KJM installation representatives will bring portable toilet facilities which will be stored on KJM vehicles.



At times during a sales, survey or installation visit it may be pertinent to communicate with the homeowner, if a safe distance is not feasible then this communication can be undertaken via mobile phone, in order to maintain social distancing.

Upon arriving at your property, we will limit face to face contact by ringing the bell and then standing 3/4 metres back (where possible) from the door before it is answered.

For your peace of mind, we have also briefed our representatives that if any of them were to fall ill, develop a high temperature or develop a persistent cough in the workplace, they must:

- Return home immediately,
- Avoid touching anything,
- Cough or sneeze into a tissue and put it in a bin.

They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.

6 - Personal Protective Equipment (PPE) and face coverings

KJM are following the strict guidance provide by HM Government as follows:

“...we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and staying 2 metres away from each other in the workplace, if at all possible. When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE...”

...Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.



...The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.... It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments."

We will continue to use any relevant pre-COVID PPE, such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear in line with the protection of users against health or safety risks at work. However, should you have significant concerns regarding the use of additional PPE, then please make these known at the earliest opportunity and so we can adapt to your individual preferences.

7 - What we ask of you – Our Valued Customer

Prior to and upon installation, please may we ask that you:

- To inform us if there is any house member that has been advised to "shield" (i.e. Clinically vulnerable staff).
- Refrain from making drinks or preparing food for any KJM representative whilst in the home;
- To respectfully maintain the 2 metre distance ruling between You and any KJM representative, where at all possible.
- Leave all internal doors open to minimise contact with door handles.
- To not lend or share any items such as pens to avoid possible transmission

8 - Other Points of Note

It should be noted that our supply chain is working in accordance with our procedures and our sister factories that are producing the products we install are be observing social distancing – in addition to this they have been deep cleaned, have plentiful access to hand sanitizer and PPE and have been trained in the best practices to ensure all risk is eliminated. Copies of these procedures are available upon request.

All payments to KJM will be asked to be made remotely by card directly with the KJM Operations office.

All Aftersales and service appointments will follow similar guidelines to the above.