

POLICY FOR SITE VISITS FOR SALES ADVISERS AND OTHER STAFF

County
THE HOME IMPROVERS

These policies are in place for you and your family's safety and for our staff. We are unable to carry out any visit unless you agree to adhere to our safety policies.

If our advisers and staff do not manage your safety expectation or our policy:-

- a. **Please tell them.**
- b. **Cease the visit.**
- c. **Inform our office so we can carry out any remedial training.**

We thank you for your support and we will relax our operating guidelines as and when circumstances or government advice allows us to do so.

The following is the minimum you can expect from our advisors and visiting staff

- i. We will contact you prior to our arrival, and indicate our arrival time. To allow you to prepare for their visit.
- ii. Please prop open all internal doors so we do not have to touch them.
- iii. We will not send anyone who has displayed symptoms or who has not completed the 14 day isolation period. Please do not ask us to come if you are in this group yourselves.
- iv. Your neighbours may ask why we are visiting and working. It is your responsibility to manage their expectations. We are operating under government guidelines in returning staff and our workforce back to work and under strict policies for safety.
- v. All parties **MUST** ensure social distancing of 2m during the visits wherever possible.
- vi. All of our advisers and staff carry hand sanitiser/soap and water which will be used. Feel free to ask them to wash their hands on arrival again if you wish.
- vii. They have gloves, masks and shoe covers and will use these if you wish them to do so.
- viii. We strongly recommend you clean down the areas we have been into after our visit using disinfectant especially any bannisters and window cills where we may have been. It is your responsibility to clean down any areas affected.
- ix. Following this visit, any further visits by our staff will follow the same procedure. All advisors and staff have been trained to follow this.
- x. Should **YOUR** circumstances change, it is **YOUR** responsibility to contact us.

Policy for our trades on site will be found at:-

www.countythethehomeimprovers.co.uk/safety-policies/