

Customer COVID-19 policy

1. Statement of general policy in regards to COVID-19

This is the statement of general policy and arrangements in regard to COVID-19 (Coronavirus) for CL Building Services.

The company is committed to:

- Providing a safe place of work
- Providing safe systems of work
- Providing and maintaining safe plant and equipment
- Assess the risks to anyone who might be affected by carrying out work activities
- Ensure materials and substances are safely stored, handled and transported
- Ensure the safety of employees, contractors, customers and the general public.
- Following government guidance at all times and only undertaking works when it is safe and responsible to do so.

2. Customer Policies

2.1 Symptoms

If a customer begins to show any of the following symptoms;

- a new continuous cough
- a high temperature
- a loss of, or change in, their normal sense of taste or smell (anosmia)

They are to contact CL Building Services before any works take place. If work has already begun on their property(s) then they are to isolate themselves from any staff or contractors on the site and contact CL Building Services immediately. We ask that any customer (or individual who may be present on the site) who has been in contact with COVID-19 positive individuals in the most recent two week period informs CL Building Services at the soonest possible moment so that new precautions can be taken to protect staff and/or contractors. Positive testing for COVID-19 or interactions with individuals who have tested positive for COVID-19 could result in a delay or suspension of works to help to reduce the spread of the disease and protect staff and/or contractors

Any customer who classifies as vulnerable to COVID-19 (or who lives with or is in close contact to someone who is) should not attend sites or workplaces and should self-isolate.

2.2 Social Distancing

As per governmental instructions, CL Building Services requests that all staff, contractors and customers remain at least 2 metres away from other people. We respectfully ask that customers keep their distance from our staff and contractors at all times and if interaction is necessary they either proceed from a safe distance or contact the office via telephone or email.

2.3 PPE

All staff and contractors will be required to wear PPE whilst on site (including but not limited to face masks and gloves). We respectfully ask customers that they do not request these to be removed as they are government-advised to help reduce the spread of COVID-19.

2.4 Ventilation

We ask customers that any doors or windows which can be kept open are, as this will help to reduce staff or contractors coming into contact with handles and will also keep air flowing around the spaces which are being worked in. We understand that not all doors and windows can be kept open but we appreciate your support in ensuring that all sites are as well-ventilated as possible.

2.5 Food and drink

We respectfully ask that no food or drink is to be shared between contractors, customers, staff or the public. While we appreciate that customers may wish to offer hot drinks to staff or contractors, unfortunately we have had to ask our staff and contractors to refuse these to help stop the spread of COVID-19. We have requested that all staff and contractors bring their own drinks (or drink making facilities) as we also want to ensure that individuals stay hydrated and healthy.

2.6 Further reading and policies

Any further information about COVID-19, your responsibilities to others and changes to legislation, health and safety or symptoms will be detailed on the gov.uk website. We ask that customers familiarise themselves with this information and check regularly for updates. Any significant changes to our own policies or nationwide policies will be sent to you before continuation of any works.

This COVID-19 policy was written by: Gregory Lyle

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Date: 22/05/2020