

This guidance document is for sales/design consultants visiting the homes of prospective customers (abbreviated to customer/customers in guidance).

It advises on measures which must be taken in order to eliminate/reduce the risk of transmission of coronavirus (COVID-19). The guidance will help customers, colleagues and you as an individual to safely continue to perform the operational duties of your role, all in accordance with Government advice and guidelines. Enhance Conservatories, Windows and Doors Ltd highly value the safety, well-being and continued protection of all individuals and customers, especially during such changing times. **It is important that individuals read, fully understand and follow the guidance issued, with any questions or changes to their own health immediately reported to Mel Gess.**

1.1 Before attending any sales appointment

Prior to attending any sales appointments all individuals must first answer the following 3 key questions. If any of the answers appear as **“No”** then please contact Mel Gess and do not continue to either the customers home or the office.

1. **Are you “fit to work”?** If you have a new or continuous cough, loss or change to your sense of smell or taste, difficulty breathing or a fever (high temperature – you feel hot to touch on your chest or back), please stay at home and report the absence to your line manager. **Do not go to the appointment or the office.**
2. **Do you have sufficient face masks for the day?** Ensure you have an adequate number of company issued face masks and your face shield.
3. **Do you have an adequate supply of antibacterial hand gel?** Ensure you have plenty of antibacterial hand gel to clean your hands when you leave home, when you arrive and leave the customers home, after blowing your nose, following a cough or sneeze and before you eat or handle food.

Only if the above 3 questions have resulted in an answer of **“Yes”**, then all individuals must then follow the guidance below:

Apply protection. Before arriving at the customer’s home ensure you have adequately applied antibacterial hand gel to your hands and then do not touch your nose or mouth afterwards. Apply gel again during the sales presentation, and when you leave the customer’s home.

Arrival on site. Where possible, if customer agrees, hold sales appointment in a well-ventilated room or the garden.

Greeting customers. Please create and **maintain** a 2 metre distance between you and the customer(s) for the full duration of the meeting. Do not offer to shake hands or make physical contact. Do not share objects such as pens etc.

Important – Customers Shielding or Self Isolating

See notes at the end of document below.

Face masks You may decide to wear a company provided face mask if you so choose or if the customer requests you to do so. Please always wear your mask if the customer is elderly (over 70).

Gloves/Face Shield You may decide to wear company issued gloves and/or face shield if you choose or if a customer requests you to do so, or they are elderly (over 70).

Catch it, Bin it, Kill It. Cover your mouth and nose with a tissue (not your hands) when you cough or sneeze. Ensure that if you use a tissue you do not leave the material in the customers home, bring it away and dispose of it safely at home.

Wash your hands frequently. Never be frightened to over wash your hands either with soap and water or antibacterial hand gels before, during and after sales appointments.

Clean and disinfect frequently used objects or surfaces such as your laptop/samples/phone/briefcase etc. Ensure you do this both before and after appointments. Also offer to clean down any customer door handles you have touched with hand wipes etc.

Very Important – Shielding or Self-Isolating

We must never attend the home of any customer shielding or self-isolating. Before entering the property please confirm (again) that no one in the property is shielding or self-isolating. Leave immediately if they are.

REMEMBER

IN ALL SITUATIONS GOOD HAND HYGIENE AND MAINTAINING A 2 METRE DISTANCE IS THE KEY TO PROTECTING YOURSELF AND OTHERS.