

North East Heating Solutions

Covid 19 Guidance

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Social distancing in the Office & Warehouse

Social distancing involves reducing day-to-day contact with other people as much as possible, in order to reduce the spread of coronavirus (COVID-19).

We should encourage our employees to work at home, wherever possible.

If they cannot work from home, then they can still travel to work – but avoid public transport wherever possible.

We all need to:

- Avoid crowding in the office and warehouse.
- Maintain a distance of at least 2 metres (3 steps) between individuals (staff and any visitors who pop in) wherever possible.
- Wash hands regularly using soap and water for 20 seconds and, particularly, after blowing their nose, sneezing or coughing.
- Have enough facilities to wash hands - if not available, hand sanitiser should be used.
- Cover any coughs or sneezes with a tissue, then dispose of the tissue in a bin and immediately wash their hands.

The director \ manager need to:

- Make regular announcements to remind staff and/or customers to follow social distancing advice and wash their hands regularly
- Encourage the use of digital and remote transfers of material where possible rather than paper format, such as using e-forms, emails and e-banking
- Use floor markings to mark the distance, particularly in the most crowded areas (for example, the kitchen area)
- As much as possible, keep the team in the office as small as possible.
- Remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.

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Additionally, if there are any customers \ visitors – we need to:

- Regulate entry so that the premises do not become overcrowded and social distancing can be maintained.
- Use additional signage to ask customers not to enter the premises and to wait at the main door.
- If feasible, mark a 'safe area' for visitors to remain within to avoid them touching or leaning against anything.
- Include a table or area where post and packages can be safely left & collected.
- Ensure any 'safe area' is cleaned and disinfected as often as is feasible in line with standard cleaning procedures.

Post \ Packages:

There are no additional precautions needed for handling post or packages. But hands should be washed or sanitised after handling any such items.

Cleaning the office – there should be:

- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.
- Clearing workspaces and removing waste and belongings from the work area at the end of each day.
- Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.

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Vans & Company Vehicles

Social distancing involves reducing day-to-day contact with other people as much as possible, in order to reduce the spread of coronavirus (COVID-19).

We should encourage our employees to work at home, wherever possible.

If they cannot work from home, then they can still travel to work – but avoid public transport wherever possible.

Start of the day

To minimise the risk of infection in the vehicle at the start of every working day, clean any areas likely to be touched by the driver. These should include the steering wheel, gear selector, handbrake, ventilation controls, radio/infotainment, seat controls, seat belts, grab handles and mirror adjusters. Be careful not to make the steering wheel and gear lever slippery in the process.

Clean outside

On the outside, clean all handles and doors especially in those areas likely to be touched (when slamming shut, etc). Also, pay close attention to the fuel flap and filler.

Be prepared

Keep cleaning products in the vehicle. If there is a driver swap, remember to clean all those areas likely to be touched by the driver.

If you cough or sneeze in the vehicle

Try to cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue. Remember to throw the tissue away immediately. Then wash your hands or use a hand sanitiser.

Social distancing

Maintaining a distance of at least 2 metres means only one person will be able to travel in each vehicle at any given time.

Clean again

When finished for the day, clean the cab and loadbay again, taking care to wipe all the areas that have been touched in the day. Also remember to remove any rubbish from the cab that could be harbouring the virus.

Final check outside and in

Wipe all the door handles and door shuts, sanitise your hands again, and when you're indoors, thoroughly wash your hands for 20 seconds.

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Tools \ Equipment.

Cleansing the hand tools that workers will be touching will add another layer of protection. This is particularly important if tools must be shared.

Ideally, we should:

- Make sure each fitter ideally has their own tools and we should plan for enough tools to be on site (as is practical) so each worker does not need to share.
- Identify any commonly shared tools, and store these in a separate, marked toolbox.
- Provide labels with cleansing instructions at the toolboxes where hand tools are stored and have washing supplies available for that toolbox.
- Recommend daily cleansing of unshared tools and regular cleansing of shared tools immediately after use throughout the day, and at the start of the day before use.
- Recommend use of gloves and face masks as practical.
- Personal clothing worn at work should also be treated as a potential source of exposure. Place work clothes into a bag before taking home to launder. Ideally, wash suspected clothing separately.

Regular tool cleansing when there is no suspected case of COVID-19 can be accomplished using a soap and water solution, or a commercially available disinfecting hand towel wipe, or by a disinfecting wash. We should always check the manufacturer's instructions to prevent possible damage to the equipment and any required personal protective equipment (PPE) for the worker.

When a worker has been discovered to have symptoms of COVID-19, the tools and equipment that the worker recently used should be isolated from further use, cleaned, and disinfected.

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Arranging appointments – surveys, service calls and installations

When we call or customers contact us to book an appointment – survey or installation - we will ask them if:

- They or anyone in their home has been recently diagnosed with Covid-19.
- They or anyone in their home is self-isolating.
- Anyone in their home is at higher risk – e.g. over 70, diabetic, etc

We will also call on the day of appointment and ask the same set of questions, in case anything has changed since it was booked.

If someone in the home has symptoms or has been recently exposed to Covid-19, we may have to delay the appointment until a later date.

When the appointment goes ahead, we will take all necessary precautions, including handwashing \ sanitising and following social distancing guidelines always. We will not shake hands.

We will also ask everyone in the household to remain in another room while the survey or installation is carried out.

If required, our team will wear PPE – e.g. masks, gloves and overalls – when they come and do the survey and \ or installation.

Training on controls

Due to social distancing it may not be easy or practical to provide on-site training of use of controls. Where possible, we will set controls using gloves to touch control units. If training is not possible on site, we will provide training materials which will be left or sent to customers separately with help provided either online or over the phone post installation.

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When on site doing a survey or installation

- We should wash or sanitise our hands before entry to the home.
- If required, you should wear PPE – e.g. masks, gloves and overalls.
- We should wash or sanitise your hands regularly, particularly after blowing your nose, sneezing or coughing, and when leaving the property.
- We should always maintain a safe distance (at least 2 metres) from any household occupants and ensure good ventilation in the area where we are working, including opening a window, if possible.
- Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity or passing \ working in a small space, you should take all the mitigating actions possible to reduce the risk of transmission.
- If there are two or more fitters present you should try to keep 2 metres apart as much as possible.
- You should plan work to minimise contact between fitters and avoid any skin-to-skin and face-to-face contact. Where face-to-face contact is essential (e.g. lifting a radiator), this should be kept to 15 minutes or less wherever possible.
- As much as possible, we should keep groups of fitters working together in teams that are as small as possible.
- We should use digital and remote transfers of documentation – order forms, invoices, etc - where possible rather than paper format.