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# **Covid-19 and keeping you safe**

**A GUIDE FOR OUR RESIDENTIAL CLIENTS**

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# Introduction

Hello. You have received this digital handbook because we have agreed to provide a quotation for you, you are planning to visit our office or you have chosen us to complete your residential project.

Hinds Building Services is passionate about quality construction. We are determined to ensure that all of our sites are safe at all times. Prior to covid-19, this would have been geared towards the health and safety of our workers from purely construed construction-related risks and any risks posed by our operation on sites. Post covid-19, this means that we must and have taken additional steps to ensure that our sites remain safe and covid-19 secure.

Government guidance (at 24 September 2020) requires that we encourage and monitor to ensure that our workers adopt and practice the following key behaviours:

**HANDS** - Wash your hands regularly and for at least 20 seconds.

**FACE** - Cover your face in enclosed spaces, especially where social distancing may be difficult and where you will come into contact with people you do not normally meet.

**SPACE** - Stay 2 metres apart where possible, or 1 metre with extra precautions in place. This means that our professional will continually move around in the space to aim to remain 2 metres where possible from yourself. In enclosed spaces, kindly explain the problem and allow the professional to inspect the enclosed space independently and then provide a report in a ventilated space.

As a responsible employer, we will ensure that we take any necessary steps and precautions to manage the risk but you should also be aware of the relevant risks and work with us to ensure that you remain safe.

# How We Aim to Keep You Safe when Visiting Your Premises

Having carried out a thorough risk assessment, which is available on our Covid-19 secure webpage (<https://hindsbuilding.co.uk/covid-19-secure>), we will:

1. Remain socially distanced when on site and wear appropriate face coverings
2. Maintain accurate records of our visit to the property including who we met and the time periods
3. Take our temperature once we arrive at your premises (if our temperature is high, then we will cancel our appointment even if we do not have any other symptoms)
4. Follow all government guidelines including frequent use of hand sanitiser
5. Not visit your property if you are feeling unwell or have been asked to self-isolate after returning from abroad

# What You Can Do to Assist Us in Keeping You Safe

1. Inform us if you are experiencing any covid-19 symptoms - it is not inconvenient for us to reschedule your appointment. We would be delighted to do this.
2. Wear a face covering for any face-to-face contact with our employees.
3. Tell us if you have any at-risk individuals within your residence and we will speak to you directly regarding any additional measures that we should take.
4. Please sanitise any spaces that we may have touched after we have left your premises. Always remember door frames, handles and light switches as these are often forgotten.
5. Ventilate spaces where possible before and after our visit - though the weather might be chilly, it is best that you leave windows slightly ajar to facilitate fresh air.
6. Allow as few persons as possible in your household to be exposed to the professional.
7. Remain at a safe distance of 2 metres - or 1 metre where that is not possible

# Visits to our office

Our general rule of thumb is that we mitigate our risks and are able to deliver a covid-19 secure environment when we visit your premises or speak to you remotely via Zoom. Unfortunately, this is not always possible and it may be necessary for you to visit our office hub in Darlington. We are usually happy to receive visitors but will re-assess whether your visit is strictly necessary in the present covid-19 environment.

**Step 1:** Prior to asking you to attend our offices, you should determine whether you or anyone in your household, including visitors, has had any coronavirus symptoms such as a fever, persistent cough, lost of sense of smell or whether you have been told that you need to **self-isolate** due to travel overseas or other reasons. If any of these apply, you should not visit our office. We are happy to cancel any appointments at short notice.

**Step 2:** If we have agreed to a visit, please ensure that you **arrive on time**. You must wait in the car park area and let us know that you have arrived. **Ring 01325 952954 on your arrival**. A colleague will come out to meet you to take your temperature.

**Step 3:** You will be asked to follow all guidance on social distancing and hygiene including using **hand sanitiser** which is available in our office and **wearing a face covering or mask**.

**Step 4:** Before you attend our office, you must **download the NHS Covid-19 App**. When you arrive, you will be asked to scan the QR code by the door to notify the NHS that you have attended these premises. If you do not have a device which allows you to download the App (if you do have a device, you must download the App), then we will record your name, address and the time for which you were on the premises and these will be handed over to the NHS as required without your prior consent.

**Step 5:** After you leave the space, it will be **immediately sanitised** by our assigned team member. If you are waiting in the car park after you have exited the office, you may see extensive cleaning of all handles or any surfaces that you may have touched. We hope that this does not create offence as we seek to ensure that our working environment remains covid-19 secure.

**We will turn away any persons who is exhibiting signs of Covid-19.**

## **C o m m e n c i n g      y o u r Construction Work**

We will apply all of the above precautions when commencing your work. If you are unsure or would like to discuss our Covid-19 precautions in detail, please inform your Client Relationship Manager.

**For more information, visit  
our covid-19 page:**

<https://hindsbuilding.co.uk/covid-19-secure>