

Customer Guidelines & Risk Assessment Checklist Pre-Installation v.2

- Installers will carry hand sanitisers in their vans and wash hands on arrival at the property.
- Our installers will wear gloves throughout the installation & face masks when lifting heavy equipment or working in close proximity.
- We will look to work in one room or area at a time assuming this is possible.
- We will attempt to operate a strict 2m distance from any occupants of the property and would politely ask that this is respected for our installers as well.
- Please note that our installers will not be able to maintain a 2m distance from each other due to the nature of the work. However, our installers work in set pairings and we do not mix up the teams. They also travel in the same van but the central seat is unoccupied.
- All surfaces of the windows/doors will be wiped down with alcohol-based cleaners after installation.
- Should any of the occupants be displaying any symptoms of Covid-19 or be in isolation due to being in the high risk category then we will not be able to carry out the installation. Please advise us at your earliest convenience if either of these to be the case so we can rearrange your installation. Our installers are instructed to check this again on arrival to ensure there has been no change in circumstance.
- We also ask, at this time especially, that all installation areas are completely clear and that any curtains/blinds or ornaments are removed prior to the work. All furniture must be moved to provide a suitable clear working space. Although we will have gloves we are keen to limit the amount of surfaces touched by our installers and this will be a great help. As above the windows and surrounding areas will be wiped clean and any working area hoovered.
- Please can you also ensure that all internal doors to any working areas are left open prior to our arrival as well.

Issue Date 21st May 2020



0800 181 698

www.tvwindows.com | info@tvwindows.com