



Unit 23/24 Brookhouse Business Park,
Hadleigh Road Industrial Estate,
Ipswich, Suffolk, IP2 0EF

Falcon Windows Covid-19 Customer Advice & Information

Dear Customer,

As of 12th May 2020, following Government advice, we have decided that Falcon Windows can resume operations.

This is strictly subject to the Health & Safety of our staff, our customers and the General Public.

Due to the situation being fluid, operations can stall again at any time. If the R-rate exceeds 1 and the Government re-evaluate their advice, we may need to suspend the business again until further notice.

We are pleased to announce that we are a 'Covid-19 Secure' company and have satisfied the Government requirements to continue to trade. We have a Covid-19 specific risk assessment in place and all staff are being issued with the relevant PPE recommended by the Government.

As a responsible company, in order to protect both you and our staff, we would like to set out what we expect from our customers to ensure we minimise the risk of any disease transmission. This is from information and advice taken from Government & GGF (Glass & Glazing Federation) sources. For more information on this please visit the following websites;

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

https://www.ggf.org.uk/wp-content/uploads/2018/01/GGF_Safe_Guide_For_Homeowners_CV19_LR-1-1.pdf

Below we have set out the various steps that may occur whilst you are interacting with our company and what we would advise for each situation.

Showroom Visits

Our Showroom will remain closed until further notice. Hopefully this will open up in early June in line with the Government's Phase 2 of lifting lockdown. We will update our customers in due course regarding this

Visiting the office

- If you visit our office, please knock on the door and wait for a member of staff to open the door for you
- Please observe the 2-metre social distancing rule at all times
- If you or anyone in your household has displayed symptoms of Coronavirus, or you are currently Self-Isolating, please do NOT attend our premises under any circumstances
- If you are visiting with other people, only one will be allowed in at a time to minimise the risk of transmission

Booking Sales Appointments

- We will be offering Sales appointments again from Monday 18th May
- When you book your appointment, you will be asked for an Email address and we will Email you this document
- When our representative arrives, they will knock on your door and step back 2 metres
- Our representative will be wearing a face mask and will have sanitised their hands upon arrival
- Please observe the 2-metre social distancing rule at all times
- Where possible, all appointments should be carried out on the outside of the property and approximate dimensions will be taken for your quotation (please unlock any rear gates etc prior to arrival)
- Any demonstration windows etc will be shown to you, but not offered to you to touch at this moment in time
- Please do not offer to hold a tape measure end (our representative will be able to cope)
- Please do not take offence if a handshake isn't offered upon arrival/ leaving
- If weather prevents the appointment from taking place outside the property, we may need to abort/ re-appoint or wait for a break in the weather
- If you or anyone in your household has displayed symptoms of Coronavirus, or you are currently Self-Isolating, please inform the office at your earliest opportunity and make an appointment for a later date

Placing an order

- If you have facilities to Scan & Email contracts at the moment, this is the preferred method (if not, post is fine)
- Again, if you have facilities to make deposit payments by bank transfer or card payment over the phone, this is preferred
- If you want to pay your deposit in person, this is fine providing only one person visits the office to do this

Surveying

- The protocol for our Surveyor's visit should follow the same method as our Sales Appointment detailed above
- The main difference for our Surveyor's visit will be that in some circumstances, our Surveyor may require internal access to window reveals to check internal dimensions, so please follow the advice below if this is the case
- Prior to our Surveyors visit, please open all internal doors in rooms affected to ensure minimal contact is required with door handles and door surfaces
- Prior to our Surveyor's visit, please ventilate all rooms affected and leave a window open for the duration of his visit in each room he is due to visit
- To ensure our Surveyor can move freely around your property with a ladder, please ensure that any obstructions are moved prior to his arrival

Installation point

- Once an installation date is booked in, you will be Emailed a copy of this document
- Our Installers will be following a strict Health & Safety procedure (copy of risk assessment can be viewed on our website) and are expected to adhere to this at all times; if you feel at any point that you or members of your household are being put at risk, please contact the Installations Manager straight away
- Installers will be supplied with PPE, Hand Sanitiser & Disinfectant by Falcon Windows
- Prior to our Installers visit, please open all internal doors in rooms affected to ensure minimal contact is required with door handles and door surfaces
- Prior to our Installers visit, please ventilate all rooms affected and leave a window open for the duration of his visit in each room he is due to visit
- Prior to our Installers visit, please ensure all curtains & blinds are taken down and all surrounding ornaments/ furniture is moved away from the window/ door in question (more advice can be found on the Installation date letter we post out to you the week prior to installation)
- If you have disinfectant available, please wipe your Front door handle and affected window surrounds prior to the installers visit
- When our Installer/s arrive/s, they will knock on your door and step back 2 metres
- Our Installer/s will be wearing a face mask and will have sanitised their hands upon arrival
- Please observe the 2-metre social distancing rule at all times
- Ideally, we would like any occupants of the home to isolate in a room (that is not affected by the installation) with a closed door to minimise the risk of transmission
- Installers are instructed to lay clean dust sheets in any area they will be working in
- Please do not offer our Installers drinks or food (they have been instructed to bring their own to site and should return to their van to consume this)
- Our Installers are instructed to remove all debris and belongings from site at the end of each day as well as clean down any surfaces in the home they have touched

- We have paired Installers up to work as regular teammates and they are exclusive to each other; we will also ensure that only one team is assigned to each household to minimise risk of transmission

General Information

- During this time, no work should be carried out in a household which is isolating because one or more family member has symptoms or where an individual has been advised to shield (unless it is a direct risk to the safety of the household). If this does apply to you, we respectfully ask that you notify us and wait until it is safe for work to resume
- If someone in your household is critically vulnerable, but has been asked to shield (for example, the home of someone over 70, or with underlying health conditions), please can you make us aware so that additional health & safety procedures can be followed
- All staff have clear instructions to follow in the event that they (or a member of their household) start to develop symptoms of Coronavirus. It is for this reason that we request that if you, or anyone in your household, start developing symptoms of Coronavirus at any point, you notify us immediately. If a member of staff arrives at your property and has doubts that you are in full health, they have been instructed to leave site immediately. To save embarrassment, please notify us in advance.
- Falcon Windows are following a strict Health & Safety Policy constantly at this time; by letting us into your home during this time, we can accept no responsibility for transmission of virus in to your household
- We are reviewing Government guidelines constantly. If our immediate plans have to change, we will notify you as soon as we possibly can; we can accept no liability to delays on installations etc (we will always ensure your home is secure if we are in the middle of an installation)

Thank you,

The Directors & Management Team at Falcon Windows

