

RISK ASSESSMENT / METHOD STATEMENT – REMOTE SALES

Company Name: Solihull Windows

Date of Risk Assessment: 05.2020

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Coronavirus COVID19	Staff and customers may transmit or contract the virus from a remote sales visit.	<ul style="list-style-type: none"> • Appointment details are written in office diary, with a contact number. Sales staff to keep their mobile phone turned on and with them. • Staff contact the office if they are unable to work due to ill health for appointments to be rearranged. 	<ul style="list-style-type: none"> • At the start of each day, staff should take their temperature to ensure they are not running a fever of 37.8° or higher. If they are, they should not go to their appointments and they should contact the office to make the necessary arrangements for cover or reappointment. • Staff presenting with any of the symptoms of Coronavirus should self-isolate immediately and arrange for a test to be undertaken. Return to work only following negative testing or after a 7-day quarantine period. • Staff who have come in to contact with anyone infected by Coronavirus should self-isolate immediately and arrange for a test to be undertaken. Return to work only following negative testing or after a 14-day quarantine period. • New housekeeping measures to include, but not limited to, daily sanitisation of the internal surfaces of your vehicle, telephone etc. • No sharing of any equipment - pens, tapes, etc. • Handwashing to be undertaken on a regular basis along with the use of hand sanitiser where handwashing is not possible. Hands to be cleaned immediately prior to meeting and leaving a customer. • Leads and appointments sent to staff by text which will be followed up with a phone call from the office. • Appointments recorded in a diary which can be used for contact tracing purposes should staff present with Coronavirus symptoms. • Prior to arriving at a customer's property, staff must call ahead to ensure there is no one in the property who either has the virus, is symptomatic, or is shielding. • When arriving on site, staff must phone the customer 	All Sales Staff	From now on.	12.05.2020

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			<p>from the car and ask the customer for their declaration that neither they, nor anyone in their household is self-isolating or has experienced recognised symptoms of Coronavirus in the past 7 days. Then ask the customer to open the entrance doors. If they do not answer the phone, staff should knock the door and then retreat to a safe distance and ask for the customer’s declaration before entering the property.</p> <ul style="list-style-type: none"> • If the customer is not happy with staff entering the property, as much information as possible must be taken remotely in order to produce a valid quotation. • Staff should complete a Self-Assessment Declaration before entering the property and leave it with the customer. • No handshaking. No refreshments to be taken at a customer’s property. • Social distancing of 2m to be observed as much as possible. Where impractical, face masks should be worn. • Measuring to be undertaken, where possible from the outside of the property using tapes or photographs for approximations. Where internal measurements cannot be avoided, time spent inside the property to be kept to absolute minimum. Disposable gloves to be worn and all surfaces touched to be wiped down following measure. • After leaving customer’s property, staff not to return to office but immediately email over sales notes and follow up with a phone call to talk through the notes and any peculiarities. • PPE to be bagged and disposed per HSE guidelines. • If staff must come to the office, they must phone beforehand to organise that the office be vacated. • If product demonstrations in the Showroom are required, they are to be booked in advance and kept as short a time as possible to ensure staff and customer 			

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			<p>safety. Questions can be answered remotely by phone or email.</p> <ul style="list-style-type: none"> Order sign-ups to be done as remotely as possible. Customer's can confirm their choices and the order can be drawn up once staff have left the property and forwarded to them by post. Alternative methods of selling can be considered by using Zoom/Whatsapp meetings or asking for photos and approximate measurements to be emails. Payments to be taken as far as possible over the phone by credit card or by bank transfer. If alternative methods are required, prior arrangements must be made to ensure safe management. 			
Stress	<p>All staff could be affected by factors such as lack of job control, bullying, not knowing their role, etc.</p> <p>The mental wellbeing of staff may be affected by the side effects of the Coronavirus such as death of family members, prolonged isolation etc.</p>	<ul style="list-style-type: none"> Staff understand what their duties and responsibilities are. Staff can talk to manager if they are feeling unwell or ill-at-ease about things at work. No bullying policy. 	<ul style="list-style-type: none"> Remind staff that they can speak confidentially to manager (on a non-blame basis) if they are feeling unwell or ill at ease because of work. If staff present with mental health issues relating to the Coronavirus, or other issues, professional help can be provided if required or alternative options discussed and agreed. 	Manager	From now on	12.05.2020
Lone working	Staff could suffer injury or ill health while out of the office when visiting clients' homes.	<ul style="list-style-type: none"> Contact details recorded in office diary for emergency use. 	<ul style="list-style-type: none"> Whereabouts of sales staff to be monitored by office-based staff. Sales staff to call emergency services 999 if they require urgent assistance whilst on a sales call or contact the office for further guidance and assistance. 	All staff	From now on	12.05.2020

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Slips, trips & falls	Staff may risk injury if they trip over objects or slip on spillages	<ul style="list-style-type: none"> Staff use general common sense to determine if they will be measuring in a safe space. 	<ul style="list-style-type: none"> Ask customer to clear the area being measured from items which could be seen as a trip hazard. Advise customer areas where you will refrain from measuring if considered too dangerous. To refrain from using steps or to take measures. All measuring to be conducted from a firm surface. 	All sales staff	From now on	12.05.2020
Over-reaching	Staff risk injuries or back pain from	<ul style="list-style-type: none"> Staff use general common sense to determine if they are measuring safely. 	<ul style="list-style-type: none"> Take care when measuring not to over-reach. Ensure your measuring tools are adequate for the job at hand or use digital devices if required. 	All sales staff	From now on	12.05.2020
Manual handling	Staff risk injuries or back pain from handling heavy/bulky objects. Transmitting Coronavirus through handling equipment	<ul style="list-style-type: none"> Only taking what is necessary into customer's property. 	<ul style="list-style-type: none"> Avoid taking large demo units into customer's property. If a demonstration is required, this can be done safely with an appointment in the Showroom. Ensure any samples used are wiped clean with sanitising products before and immediately after visiting a customer to reduce the risk of virus transmission. 	All sales staff	From now on	12.05.2020

In addition to the above, additional advice will be provided to staff regarding these situations regarding hygiene and protection of themselves and others. A copy of this Risk Assessment / Method Statement has been issued to all staff. Solihull Windows will keep up to date with the latest guidance, news and directions from Public Health England, World Health Organisation and the Government.

I acknowledge that I have read and will abide by the above Risk Assessment / Method Statement.

Paul South – Sales _____

Date: _____