



FAIRCO
WINDOWS & DOORS

SAFE GUIDE

FOR HOMEOWNERS DURING COVID 19 CRISIS



This Safe Guide covers:
Repair, maintenance and replacement of
windows and doors plus installation of:

Conservatories / Orangeries / Extensions /
Glass Structures / Garden Houses / Porches
and replacement Roofline

#WORKINGSAFE

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COVID-19 | SAFETY GUIDE


Welcome to your FAIRCO Safe Guide. With the outbreak of the COVID-19 pandemic, lifestyles and attitudes around practically everything have changed. However as the situation evolves and we emerge from the crisis, there is now an even greater respect for health and safety than ever before.

FAIRCO has produced this Safe Guide to assure homeowners that when it comes to the installation of your products, your health and safety is of paramount importance. This guide highlights the checkpoints for your installation, repair, maintenance or replacement of windows, doors or installations of conservatories or extensions or other external glazing related home improvements.

So if you are getting a quote and /or a survey right through to installation and inspection, this FAIRCO Safe Guide should help you make sure our company will operate in line with the latest Government health and safety guidelines.

This Safe Guide should prove more than useful and should give you peace of mind during these extraordinary times. The information in this Guide, should help you to ensure the work in your home is done safely and professionally.

As always please feel free to contact us with an of your concerns - we look forward to providing you with our usual top quality and professional service aligned with highest standards of safety.

Sincerely 

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FAIRCO'S PROCEDURES IN LINE WITH CURRENT GOVERNMENT GUIDANCE.

FAIRCO employee can continue work in a domestic home, providing that the employee is well and has no symptoms of COVID-19.

Our employee will notify you in advance of arrival.

On entry to the home, our employee will wash their hands using soap and water for 20 seconds. Where facilities to wash hands are not available, hand sanitiser will be used, and will carry this with them at all times.

FAIRCO employees will maintain a safe distance (at least 2 metres) from any household occupants at all times. Employees will ensure good ventilation in the area where they are working, including opening the window.

FAIRCO'S aim is to do the best job we can to ensure we leave our customers satisfied and with a healthier and improved home.

All FAIRCO employees are CIF Covid-19 certified

WHAT TO EXPECT FROM FAIRCO?

We will be working to this Safe Guide whilst adhering to the Government guidelines.

All our employees will be safety aware and adhere to Government health guidelines.

They will wear gloves and/or face coverings when in enclosed spaces.

They will have hand sanitiser available and make a commitment to frequently clean/wash hands.

They will be aware of the areas of your home where they can enter or not – please make it clear which parts of your property that are prohibited.

They will have floor coverings (dust sheets) laid out.

They will clean down with disinfectant all surfaces they have handled or installed at the end of each day – including cleaning any new window or door frames and any glass/seals or beading. They will eat away from the property – either in their van or outside.

They will bring their own food and drink for refreshment breaks and lunches. They will make the working area safe at the end of each day.

IF YOU ARE UNSURE - JUST ASK US FOR MORE INFORMATION

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FAIRCO EMPLOYEES IN YOUR HOME

When you decide you want your products installed and have chosen FAIRCO to carry out the work, the following will apply:

We will agree a suitable arrival time.

We will email identification and names of employees who will be working in your home.

When FAIRCO company's employees (e.g. salesperson, surveyor or tradespeople) arrive and you open your door, stand 2 metres back.

Please then guide them to an area where the work or a conversation can take place with at least a 2m distance between you and the company's employee(s).

We will ensure their our employees;

Show you identification – particularly at the point of sales and survey.

Are aware of and are following the Government Health and Safety guidelines.

Meet your expectations.

Are wearing Personal Protection Equipment (PPE).

Confirm they have been briefed on health and safety awareness and the government guidance.

Please ask them to show you how they have been informed/briefed to work safely in your home. (CIF COVID Trained)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE or Personal Protective Equipment will be used in conjunction with all works and may include a sales person, surveyor or our fitters.

Though not all PPE will be directly related to COVID-19, it is worth noting that our fitters working in your home are wearing PPE.

IF YOU ARE UNSURE - JUST ASK US FOR MORE INFORMATION

THANK YOU

We'd like to take this opportunity to **thank you** for choosing FAIRCO.

Thank you for trusting us now more than ever to help you transform your home.

Thank you for working with us to ensure a safe and healthy environment for you, our customer, and for our employees.