



Keeping your staff and customers safe

ADVICE FOR BUSINESSES CARRYING OUT
NON-ESSENTIAL WORK IN THE DOMESTIC MARKET

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SECTION 1 – GENERAL

Introduction

It is paramount that construction projects operating during and after the coronavirus (COVID-19) pandemic ensure they are protecting their workforce and their clients while also minimising the risk of spread of infection.

This document is intended to provide guidance to businesses operating in the domestic market, typically providing services on a small-scale basis. Although every endeavour has been made to allow this document to provide guidance to all workers, there will be situations where a worker cannot implement this guidance. This may be due to the work activity, site specific activities or other such situations. If this is the case any such methods should comply with all legal requirements and Scottish Government guidance. This guidance is intended to support workers in their work activities in line with the Scottish Government and Health Protection Scotland recommendations. There are toolbox talks that can be used to support your staff and colleagues within the appendices of this document. Normal health and safety requirements of any construction activity must not be compromised at this time – there is no derogation to the usual health and safety legislative requirements.

If an activity cannot be undertaken safely, it should not take place.

General guidance

What is coronavirus? / Key control measures

COVID-19 is an illness that can affect your lungs and airways. It is caused by a new (novel) coronavirus virus called SARS-CoV-2. Current evidence suggests that the virus is significantly more infectious than the flu that circulates every winter. Viruses can be easily spread to other people and patients are normally infectious until all the symptoms have gone. COVID-19 may survive on surfaces for up to 72 hours. A combination of good personal hygiene and management of social distancing can protect from infection. This is at the core of this document.

Key control measures

The following are key control measures required for managing the spread of the virus:

Symptoms

Anyone displaying symptoms of coronavirus should not attend work. NHS Inform has up to date information on the symptoms to watch out for at www.nhsinform.scot

- Symptoms include fever (temperature), cough, shortness of breath, breathing difficulties, loss of the sense of smell.
- Persons displaying symptoms must self-isolate and not attend work for ten days.
- Any person living with someone who is self-isolating or waiting for a COVID-19 test must restrict their movements for 14 days.

General health

- People living with 'at risk groups' must consider if there is a heightened risk from attending work.
- People who have family members who are 'shielding' need to consider any possible risks to these people.

Travel

- Persons returning to Scotland should refer to national advice issued by Health Protection Scotland/the Department of Foreign Affairs.
- Consider how you will travel to and from work.

SECTION 1 – GENERAL (CONT)

Hand Hygiene (toolbox talk appendix A)

- Ensure everyone is washing hands regularly or sanitising regularly with sanitiser (60% alcohol)
- Ensure you have sufficient supplies of soap/hand sanitiser
- Hands must be washed:
 - after coughing or sneezing
 - before and after you eat
 - between jobs or sites
 - after you have used the toilet
 - before using an e-cigarette or smoking a cigarette
 - as regularly as possible.

Do not wear disposable gloves in place of washing hands. The virus can get on gloves in the same way it gets on hands. Hands can also become contaminated when gloves are taken off.

Wearing disposable gloves can give a false sense of security.

Physical distancing

- Always keep to physical distance guidelines.

Cough etiquette/Respiratory hygiene

- Cough/sneeze into a tissue, sleeve or elbow
- Always cover up when coughing/sneezing
- Dispose of tissues correctly
- Wash hands.

Cleaning

- Ensure that all frequently touched points and surfaces are regularly cleaned.
- Ensure tools and equipment are cleaned regularly.

Your client and their role

Your client has an important role to play in health and safety at the job location. Good communication with your client is paramount from the outset. Good communication with your client will support your aims and the control measures you require to be in place at site. Your client has a responsibility to support you in achieving a safe working environment. This

benefits the client, the client's family, the workers and the worker's family.

- Clearly explain to your client the reasons for any control measures you have requested
- Send emails with your control measures listed
 - A checklist of control measures required to be in place
 - Information on what is expected from the client
- Work with them to achieve a safe working environment
- **Be patient** – this is a new process for a client and can be difficult to understand.

Ongoing training and support

Having 'buy in' from your team is essential in creating a good health and safety culture.

- Work with your team to create the health and safety solutions
- Provide regular support and interact with your team
- Collect feedback from your team on control measures
- Give them the knowledge to be safe.

Ongoing education, support and training of staff is essential. The use of regular toolbox talks and the use of electronic handouts will be beneficial. You should:

- Keep up to date with current guidance
- Maintain regular communications with your employees, including:
 - toolbox talks
 - regular phone calls
 - providing information handouts (preferably electronic versions)
 - requesting updates on staff health – do they feel ill? Are they suffering symptoms?
 - making it easy for staff to report any health concerns.

SECTION 2 – PLANNING

Good planning will be required before and during work activities to ensure no one is ever at risk while work is being carried out. Factors to be considered include:

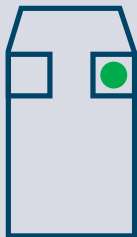
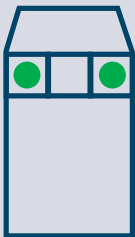
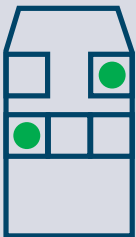
- Type of job – maintenance/installation – activities that will take place
- Duration of work – how long it will take, how long will I be in the property?
 - Welfare requirements – breaks – food/drinks – toilets
- Size of job – required number of employees, other trades that could be present, teams of staff required
- Type of client – homeowner – tenant – commercial – vulnerable – any symptoms?
 - Establish if the person at the property has any disabilities that may stop a safe environment being established – mobility, deafness, blind, etc.
 - Is your client shielding?
 - Can physical distancing be established?
 - Smaller properties may not allow for physical distancing
 - Disabilities may restrict a person from physical distancing
 - If physical distancing cannot be achieved, a detailed risk assessment should be carried out
- Use electronic job reporting software to minimise contact with clients
- Have electronic payment facilities
- Location of job, could someone who lives closer attend the job?
- Liaise with your client at an early stage to plan the work
- How deliveries will be made to depot/site
- Adequate supply of cleaning products
- Adequate source and supply of PPE.

Travel

Plan how you and your team will travel to jobs. Travelling in proximity of other people increases the risk of contracting or spreading the coronavirus due to confined/small spaces. Vehicles also have numerous touch points that can harbour coronavirus. You should:

- Avoid the use of public transport (if possible)
- Travel alone in your works vehicle (if possible)

- Meet work colleagues at the job
- Do not attend the works depot/office and go straight to the job
- If work teams are required, keep the team together, do not rotate team members
- Regularly clean common touch points in vehicles
- If travelling with colleagues, open windows to create air movement.

2 SEATS e.g. small van	3 SEATS e.g. flatbed	5 SEATS e.g. car/van
		
Recommended maximum road vehicle seating arrangements		
No. of seats	Max no. of occupants	Seating arrangement
2	1	1 driver
3	2	1 in the driving seat 1 in the far passenger seat
5	2	1 in the driving seat, 1 in the far passenger seat

Recommended maximum road vehicle occupancy



Steering wheel, gearstick, handbrake, door handles, radio and infotainment controls, steering column (indicators, windscreen wipers, cruise control), elbow rests, seat position controls and door frame

SECTION 2 – PLANNING (CONT)

Communication

Communication is essential to delivering a safe service and avoiding the spread of infection. All contact details/information should be available for all people affected by the works. This will allow you to coordinate the works with the relevant people to ensure there is minimal risk to any person throughout the job.

You should have the contact details of the relevant person/s before visiting the job address:

- Homeowners
- Clients
- Tenants
- Letting agents
- Carers
- Team members
- Other trades
- Suppliers
- Any relevant person who may be attendance at the job location.

Types of contact information:

- Names
- Landline phone number
- Mobile phone number
- Email address.

Contact client to confirm the appointment date and time:

- Advise client of date the work will be carried out
- Advise the client on time scales to complete the work
- Provide client with:
 - information on safety control measures you will implement (Appendix D)
 - your contact details
- Contact the client the day before the appointment to confirm:
 - your planned time of arrival
 - if anyone is suffering Covid-19 symptoms at the job (Appendix E)
 - who will be attending the job
 - the control measures you will be implementing
 - what work activities will take place

- if the client understands what is required from them to remain safe
- advise on what access requirements you need to where services/components/appliances are located.

Deliveries

When materials are delivered to your business premises or site, you should consider:

- Advising your supplier prior to delivery of any control measures you have implemented
- Alternative method to paper delivery notes
- How materials will be unloaded – is assistance required?
- Where materials will be stored – will you be required to pass other people when storing or retrieving materials from the storage area?
- Transportation of materials at the job
 - Can materials be moved safely regarding manual handling?
 - Can moving of materials be carried out maintaining physical distancing if more than one person is required for the lift?
 - Larger materials may require two people to lift and manoeuvre. Working in proximity requires a risk assessment, this may indicate the use of PPE.

Contact tracing

Contact tracing is a requirement to be able to track and trace any person who may have been in contact with another person who has a confirmed case of COVID-19. To enable track and tracing to be carried out, it is required you keep good records of:

- Job locations
- Who attended jobs
- When jobs were carried out
- Any other information that will support track and trace requirements.

SECTION 3 – CARRYING OUT THE WORK

Approaching site

- Call ahead and inform the client you are en route to the site
- Encourage the client to watch out for your arrival and open any access doors
- Establish if anyone is displaying any symptoms of COVID-19 (**NHS Inform lists current symptoms**)
- Request the work area is secure and free from:
 - other family members
 - other trades
 - carers
 - visitors/guests/friends
 - pets.

At site

- Wash your hands prior to entering the job – use soap and running water if available
- If soap and water is not available, use alcohol hand sanitiser (60% alcohol based)
- Select only the tools required for the job – ensure they have been wiped down previously
- Don any PPE if required – a risk assessment will identify specific COVID-19 requirements
- Avoid using common touch points, for example, doorbells/buzzers, door handles, handrails, gates, etc
- On arrival at the entrance, if access points are not open, knock and stand back from the entrance to create a government recommended physical distance
- Confirm if anyone is displaying symptoms of COVID-19 at the property
- Advise the relevant person of the control measures you intend to implement during the visit such as physical distancing requirements
 - Ask the client to remain in another room
 - If they cannot or refuse, request they always maintain a physical distance
- Ask if the relevant person is prepared for your visit – if access to areas where work is required are clear – if areas are not prepared, request the work areas are cleared before you enter
- Ask who is present in the house – this will allow you to maintain physical distancing
- Advise what processes will take place during the work
 - Isolation of services, water, gas, heat, power, etc.

- Determine where required services/components/appliances are located
- Ensure safe access is available to various parts of the property where your work is required.

Carrying out work

- Always maintain physical distancing with colleagues, clients, tenants, guests, or any other person present
- Avoid using common touch points such as door/cupboard handles, handrails, electrical sockets, and light switches, etc
- Work in a logical manner to restrict unnecessary movement throughout the building
- Do not accept food or drinks from your client
- Do not pet any animals, ask for pets to be contained
- Do not shake hands with the client
- If accepting deliveries of materials at site, follow physical distancing guidance
- Use electronic job report sheets that can be emailed.

Completion of work/leaving the job

- Do not shake hands with client
- Avoid accepting cash – use electronic invoicing and payment
- Clean all tools – anything that has been used during the work carried out, including:
 - Toolbox/toolbag handle and base
 - Consumables containers
- Clean any vehicle access handles/keys
- Clean mobile phone/tablets/PC/payment terminals if used at the job
- If PPE has been used:
 - disposable PPE to be safely bagged, sealed and stored
 - re-useable PPE to be cleaned thoroughly
- Wash your hands with soap and running water if available. If soap and water is not available use an alcohol-based hand sanitiser (60% alcohol based)
- Ask the client to inform you if they suffer any symptoms within the next seven days (Appendix B)
- Record where you have worked during the day – good records will support any 'track and trace' actions if a case is identified.

SECTION 4 – DOS AND DON'TS

Quick reference dos and don'ts for everyone.

Do!

- Wash your hands regularly with soap and water for a minimum of 20 seconds
 - Before, during and after jobs
 - Before and after eating
 - After using toilets
 - After using fuel pumps
 - As regularly as possible
- Use hand sanitiser (60% alcohol) if soap and water is not available
- Always follow physical distancing guidelines
- Clean all tools and equipment regularly
- Clean vehicle common touch points regularly
 - Handles
 - Arm rests
 - Signalling levers
 - Gear sticks
 - Radio switches and controls
 - Keys
- Travel alone in your work vehicle (if possible)
- Stay at home if you have symptoms and inform your manager
- Cover up when coughing or sneezing and dispose of tissues correctly
- Read all information your employer provides to you
- Consult NHS Inform for up-to-date symptom and health advice
- Communicate with your client – set out your safety requirements to the client
- Avoid all common touchpoints in buildings – door handles, handrails, switches, doors, gates, etc
- Request all doors in a property are kept open to allow easy access throughout
- Ventilate work areas
- Request that all immediate work areas are kept clear of other people
- Ask clients to secure young children and pets to avoid contact
- Take breaks outside the client's premises
- Bring your own food to work – avoid daily visits to shops

- Work in a fixed team – keep the same members of the team
- Use electronic invoicing, job reporting and payment systems
- Request digital delivery notes from suppliers
- Hold virtual meetings – communicate regularly with your team
- Have materials delivered in bulk to minimise site visits
- Take alternate break times from colleagues.

Don't!

- Go to work if you have COVID-19 symptoms
- Travel on public transport (if possible)
- Travel in the same vehicle as others (if possible)
- Shake hands, fist bump or embrace others
- Accept food and drink from clients
- Go to your GP if you have symptoms
- Touch your face, eyes, nose and mouth
- Work where people are suffering with symptoms of COVID-19 or are shielding
- Stroke pets belonging to the client
- Share mobile phones, hands free devices or PPE
- Share cigarettes or e-cigarettes
- Share food or drinks between colleagues
- Share clothing
- Share tools and equipment. If you have to share, wipe clean before use and when completed.

SECTION 5 – USEFUL LINKS

- **World Health Organization Correct handwashing procedure –**
www.who.int/gpsc/clean_hands_protection/en
- **NHS Inform**
www.nhsinform.scot/
- **Scottish Government**
www.gov.scot/coronavirus-covid-19
- **CICV Forum**
www.cicvforum.co.uk
- **Xact Health and Safety**
www.xactgroup.co.uk
- **Health and Safety Executive**
www.hse.gov.uk

SECTION 6 – APPENDICES

Appendix A

Toolbox talk: Hand hygiene and washing

Overview

This toolbox talk is aimed at supporting everyone in the workplace to promote good hand hygiene to reduce the spread of coronavirus. This information can be used for people working in all site types, from construction sites to homes. All businesses should provide suitable hand hygiene supplies to their employees. Larger construction sites will provide suitable facilities to wash, but workers on these sites should still have their own hand hygiene supplies. Workers in domestic properties will be more dependent on their own supply of soap and hand sanitisers as there may not be access to washing facilities at their job location.

Communication

Communication is essential to allow a good health and safety culture to be created within your business. Consult your employees on any health and safety processes and controls you plan to implement. Having your staff input into these processes will promote a good working environment.

Employee 'buy in' can be achieved by:

- Working with your team to create health and safety solutions
- Regular support and interaction
- Collecting feedback from your team
- Ensuring your team has the right knowledge to understand the risks
- Training your team to know what to do.

Preparation

Toolbox talks can be delivered to a group either face-to-face or through the use of video conferencing. If a face-to-face method is to be used, you should:

- Follow physical distancing guidelines for two metre spacing
- Have the meeting outside if possible
- If inside, use a well-ventilated area/open windows and doors
- Have access doors open to minimise touch points
- Remove face coverings as they can distort voices and hinder understanding.

Use the toolbox talk to get feedback from your team, allow it to be a two-way conversation. Use props and visual aids if possible, this will allow your message to be communicated better. Review your toolbox talk on a regular basis to keep up with industry development.

Useful information sources

NHS Inform – www.nhsinform.scot

Scottish Government – www.gov.scot

The World Health Organization – www.who.int

Health and Safety Executive – www.hse.gov.uk

Motive	As COVID-19 is a highly infectious virus that has devastating effects on the lives of people, limiting the spread of this virus is essential to protect the population and not put strain on the health services. Good hygiene is vital in limiting the spread of the virus through the population and to protect the workforce, the families of the workforce and the public.
Objective	For everyone who works in your business.

Hand hygiene

Hand hygiene is essential in the control of the spread of coronavirus. Everyone should wash their hands on a regular basis. The World Health Organization and the NHS provide correct hand washing procedures (see the pictures on the facing page). You and your employees should always plan your work with hand hygiene in mind. You should consider if you have adequate supplies for you and your staff and monitor levels of supplies on a regular basis. Ensure you can source adequate supplies to allow work to be carried out safely.

Washing hands

Do:

- Wash on a regular basis
- Wash for a minimum of 20 seconds
- Use soap and water if available
- Use hand sanitiser (min 60% alcohol content)
- Wash hands before and after work
- Wash between jobs and sites if 'jobbing'
- Wash before and after eating
- Wash after coughing and sneezing
- Wash after using the toilet
- Wash before smoking or using an e-cigarette
- Clean tools and equipment before, after or between jobs to avoid spreading the virus
- Avoid common touch points – buildings and vehicles
- Clean your mobile phone on a regular basis
- After using fuel pumps at service stations
- After using touch keypads of any type – ATMs, card payment machines, entry systems, etc.

Do not:

- Shake hands, fist bump, high five or embrace others
- Use gloves for long periods
- Touch your face, eyes, nose or mouth with your hands
- Come to work if you have symptoms
- Share mobile phones, handsfree equipment and headphones
- Share e-cigarettes and cigarettes
- Share clothing
- Use common touch points – communal handrails, etc.

Summary

Good hand hygiene practices will limit the spread of the virus and keep everyone safe.



Guidance on correct hand washing

SECTION 6 – APPENDICES (CONT)

Appendix B

Toolbox talk: What to do when displaying symptoms of coronavirus

Overview

This toolbox talk is aimed at supporting everyone in the workplace to allow everyone to understand what to do when displaying symptoms of coronavirus. It is essential everyone understands their responsibility when they are displaying symptoms or have a confirmed case of coronavirus/COVID-19. If you are displaying symptoms, self-isolation will limit the spread of the virus.

Communication

Communication is essential to allow a good health and safety culture to be created within your business. Consult your employees on any health and safety processes and controls you plan to implement. Having your staff input into these processes will promote a good working environment.

Employee 'buy in' can be achieved by:

- Working with your team to create health and safety solutions
- Regular support and interaction
- Collecting feedback from your team
- Ensuring your team has the right knowledge to understand the risks
- Training your team to know what to do.

Preparation:

Toolbox talks can be delivered to a group either face-to-face or through the use of video conference. If a face-to-face method is to be used, you should:

- Follow physical distancing guidelines for two metre spacing and mark out two metre intervals
- Have the meeting outside if possible
- If inside, use a well-ventilated area/open windows and doors
- Have access doors open to minimise touch points
- Remove face coverings as they can distort voices and hinder understanding.

Use the toolbox talk to get feedback from your team, allow it to be a two-way conversation. Use props and

visual aids if possible, this will allow your message to be communicated better. Review your toolbox talk on a regular basis to keep up with industry development.

Useful information sources:

NHS Inform – www.nhsinform.scot

Scottish Government – www.gov.scot

The World Health Organisation – www.who.int

Health and Safety Executive – www.hse.gov.uk

Motive	As COVID-19 is a highly infectious virus that has devastating effects on the lives of people, limiting the spread of this virus is essential to protect the population and not put strain on the health services. Understanding what to do if suffering from symptoms is vital to limit the spread.
Objective	For everyone who works in your business.

Attending work

Do not attend work if you are displaying any symptoms of coronavirus.

If you live alone

If you live alone and display symptoms, you should stay at home for ten days from the day your symptoms started. This will reduce the risk of you infecting others.

If you live with others

If you live with others, the person who has symptoms should stay at home for ten days from the day their symptoms started. All other household members should isolate as a household for 14 days, even if they do not have symptoms themselves. The 14-day period starts from the first day the person had symptoms. If others develop symptoms within the 14 days, they need to stay at home for ten days from the day their symptoms started. They should do this even if it takes them over the 14-day isolation period.

What are the symptoms of coronavirus?

The most common symptoms are:

- Continuous cough. A new continuous cough is where you have a new cough that has lasted for an hour, have had three or more episodes of coughing in 24 hours or are coughing more than usual
- Fever/high temperature (37.8°C or greater). A high temperature is feeling hot to the touch on your chest or back (you don't need to measure your temperature). You may feel warm, cold or shivery
- Loss of, or change in, sense of smell or taste.

What should I do if I have symptoms of coronavirus?

- Consider if you have any underlying health issues
- Consider if any co-inhabitants have underlying health issues
- Do not travel to work. Contact your line manager – they can 'track and trace'
- Self-isolate following the above guidance
- If symptoms worsen (especially if you are in a high-risk group) call 111
- Do not visit your GP
- If you have a medical emergency call 999
- Get an Isolation Note from your GP – do not visit the GP
- Follow NHS Inform guidance – link on previous page
- Report it to your line manager
- Advise any clients you have been in contact with.

Summary

Following this guide will help limit the spread of the virus and keep everyone safe.

SECTION 6 – APPENDICES (CONT)

Appendix C COVID-19 pre-site visit questionnaire



Instructions: This questionnaire is designed for you to send to your client before visiting their property. The information can be edited to suit your business requirements. It is essential you contact your client to ensure there is no risk from COVID-19 to you, your staff or the client.

1. **Do you fully understand the safety measures that we intend to use while carrying out the work at your property?**
 - a. Yes
 - b. No

2. **Do you have a disability or condition that will restrict you being able to follow our safety measures? For example, do you have a disability that will restrict 'physical distancing'?**
 - a. Yes
 - b. No

3. **Please provide your telephone number for us to use on the day of the work to communicate with you before arriving at the job.**

4. **Do you live in the same household as someone who has symptoms of COVID-19 who has been in isolation within the last 14 days?**
 - a. Yes
 - b. No

5. **Do you have any of the following typical COVID-19 symptoms; fever, high temperature, persistent coughing, breathing difficulties /shortness of breath, loss of taste/smell?**
 - a. Yes
 - b. No

6. **Have you been in close contact with anyone who has been confirmed as having COVID-19?**
 - a. Yes
 - b. No

Hard copy: Copy and paste to a Word document

Survey Monkey: Create an account at www.surveymonkey.co.uk

Possible Responses:

Q1. If the client answers no, contact them and discuss what they do not understand or cannot achieve.

Q2. If the client answers yes, contact them and determine a suitable solution.

Q3. Having a phone number is essential to support communication with your client.

Q4, Q5 & Q6. If any person answers yes to these questions you should contact them. If there is any indication COVID-19 is or has been present, the job should be postponed until a suitable time.

SECTION 6 – APPENDICES (CONT)

Appendix D

Letter for issue when undertaking work for householders – issued by the Construction Industry Coronavirus (CICV) Forum

Dear Customer

Protection to avoid the spread of coronavirus (COVID-19)

In these difficult times, it is vital that we all take steps to minimise the spread of the COVID-19 virus. We have noted below a number of actions we will be taking before we undertake work in your home.

We spoke with you earlier and you have confirmed that:

- A. None of the occupants in your home are self-isolating, displaying any symptoms of COVID-19, and/or have received a positive diagnosis*, or
- B. One or more of the occupants in your home are either, self-isolating, have displayed symptoms of COVID-19, and/or have received a positive diagnosis*.

**Delete as appropriate.*

Please note, no work will be carried out:

- 1. In any household which is isolating or where an individual is being shielded, unless it is to remedy a **direct risk to the safety of the household**, such as emergency repairs, and where the tradesperson is willing to do so. In such cases, the Scottish Government can provide advice to tradespeople and households.
- 2. By a tradesperson who has coronavirus symptoms, however mild.

There will be [number] operatives visiting your premises/site on _____

The time of our visit will be approximately _____

We will require clear unobstructed access to _____

Any other specific requirements _____

We have set out below the operating procedures we expect you, and anyone in your house to abide by and the procedures our staff will follow while undertaking work. It is vital that these are obeyed to make sure that you and our operatives are kept safe.

Operating procedures

1. On the day of the work, we will call ahead to ask if you or any occupants of the premises have signs of the virus, have been diagnosed, or are self-isolating, and to check that they are comfortable with our visit to take place.
2. On arrival, we will explain what we will be doing, and why, and that we will need to maintain a safe distance from you (2m or six steps away is the current government advice), including when waiting for you to open any doors.
3. We will not shake hands with you or other occupants.
4. We will ask you to stay in another room, away from the work area(s) while the work proceeds, and with permission ventilate the work area where appropriate, e.g. by opening a window.

Our operatives will undertake all necessary health and safety precautions while in your home. This will include:

- Washing their hands thoroughly at the start of the job, during the work and once it's complete. Our operatives will carry their own hand towels
- They will wipe down any tools and instruments before and after any work
- They will remove and place into a plastic bag any wipes, disposable gloves and overalls used, while trying not to cross-contaminate onto existing clothes or persons.

Please note that if our operative(s) feel unsafe or at risk at any point, they will undertake a personal risk assessment and leave the premises if necessary. We will contact you to re-plan for a future date if appropriate, after ensuring everything is made safe.

It is important that all these guidelines are followed to ensure your safety.

If you have any other questions before work starts, please contact:

- **NAME TO BE INSERTED HERE**
- **CONTACT DETAILS TO BE INSERTED HERE**

SECTION 6 – APPENDICES (CONT)

Appendix E

COVID-19 client health and safety control measures



Note for user: This checklist can be forwarded to your customer to allow them to implement safety control measures in preparation for the works to be carried out. This checklist is not exhaustive: you will be required to add any specific control measures that are specific to your customer requirements.

Send this checklist to your customer allowing enough time for them to respond with questions. Please delete this section before sending.

Customer requirements:

This quick reference sheet should be followed to allow both you and us to create a safe environment that will protect you and your family and us and our families.

What we need you to do:

- Advise us if anyone is suffering symptoms of COVID-19
- Advise us if anyone has been in contact with a person confirmed to have COVID-19
- Advise us if anyone is 'shielding'
- Explain any specific requirements you have
- Ventilate the work areas
- Open access gates and doors
- Clear work areas to minimise the requirement to touch property
- Advise all people at the property that we will be present
- Secure all children and pets away from work areas
- Always follow physical distancing requirements
- Ask us questions if you do not understand any health and safety requirement we require

- Cover up if you cough or sneeze
- Do not attempt to shake hands
- Do not provide us with any refreshments.

What we will do:

- Follow all relevant guidelines to keep you and us safe
- Always communicate clearly with you
- Support you in achieving a safe environment
- Work in an efficient/logical manner to minimise risk
- Maintain good hygiene procedures by:
 - washing hands regularly
 - washing tools regularly
 - covering up when sneezing and coughing
- Report to you if we suffer any symptoms of COVID-19 within seven days of attending your job.

Everyone has an essential part to play in achieving a safe working environment. We appreciate your support in carrying out the work in a manner that will protect us all from COVID-19.

If you have any questions, please contact us on:

Phone: [enter]

Email [enter]

Address [enter]

Appendix F

Confirmed COVID-19 case (client)



Use this template to send to clients that you have worked for. It will allow them to inform you if there have been any confirmed cases of COVID-19 within seven days before or after your visit. This will support you in dealing with an infection. Please delete this section prior to sending.

This report should be used by any client that has a confirmed case of COVID-19. Only complete this form if:

1. A member of our staff has been in your premises in the last seven days
2. There has been a confirmed case of COVID-19 at your premises within seven days of us working for you.

This report will help us track and trace the people who have been in contact and to stop the spread of the virus.

1. **Has anyone at the property displayed any symptoms of COVID-19 within seven days of us working at your property? (NHS Inform has information on COVID-19 symptoms)**
 - a. Yes
 - b. No

2. **Has there been a confirmed case of COVID-19 seven days before or seven days after us working at your property that you were unaware of at the time of our visit to your property?**
 - a. Yes
 - b. No

3. **Did the person with the confirmed case of COVID-19 come into direct contact with a member of our team?**
 - a. Yes
 - b. No

Survey Monkey can also be used to send an electronic version by going to www.surveymonkey.com

CURRENT MEMBERS OF THE CONSTRUCTION INDUSTRY CORONAVIRUS (CICV) FORUM:

- Association of Consultancy and Engineering (ACE)
- Association of Project Safety (APS)
- British Constructional Steelwork Association (BCSA)
- Building Engineering Services Association (BESA)
- Builders Merchants Federation (BMF)
- Chartered Institute of Architectural Technologists (CIAT)
- Chartered Institute of Building (CIOB)
- Civil Engineering Contractors Association (CECA Scotland)
- Construction Plant-hire Association (CPA)
- DHF
- Electrical Distributors' Association (EDA)
- Federation of Master Builders (FMB)
- Finishes and Interiors Sector (FIS)
- Lift and Escalator Industry Association (LEIA)
- National Federation of Roofing Contractors (NFRC)
- Royal Incorporation of Architects in Scotland (RIAS)
- Royal Institution of Chartered Surveyors (RICS)
- Scaffolding Association
- Scottish Building Federation (SBF)
- Scottish Contractors Group
- Scottish Plant Owners Association (SPOA)
- Single Ply Roofing Association (SPRA)
- SELECT
- SNIPEF
- Stone Federation (GB)

Further information



www.cicvforum.co.uk



info@cicvforum.co.uk



This document has been prepared by way of guidance and anyone who proposes to use it should consider the details based on their business's obligations and, if necessary, take independent advice either from their own trade or professional body or legal advisors. This will of course include recognition of all relevant health and safety legislation. Again, your trade or professional body will be able to assist with this.
