



Installation and Survey Appointment Process

This process is to be followed for all appointments and relates to the Managing COVID-19 In The Workplace (Social Distancing) Risk Assessment that has been carried out by Blind Technique Ltd.

All of our team have undergone online training and assessment on social distancing and will be following this process.

Booking an Appointment

In order to provide our customers with the best service whilst minimising time on site and contact we will first of all run through certain questions and explanations on the telephone. We also ask that our customers read through this sheet and follow the guidance. The reason we do this is so that we can:

- Check that you are ready for installation
- Make sure that the area for installation will be clear of obstacles to avoid us touching and moving items around
- To explain our process to you

We will also ask the following questions:

- Do you or any members of your household have symptoms or are any of the household in a period of isolation?
- Are any members of the household clinically vulnerable without being asked to shield?
- Have any members of the household been asked to shield?

We will only be able to arrange home visit appointments when it is safe to do so.

Attending Appointments

We need to carry out appointments whilst safely maintaining social distancing of at least 2m at all times. We will wash our hands before arrival and wear a face mask. To reduce risks further we will also ask you to do the following:

- Wash your hands before we arrive
- Always maintain a safe distance of 2m
- Open the front door then stand back to allow us to enter at a safe distance, or even better allow us access into a rear garden initially



BLINDTECHNIQUE

Blinds Shutters Awnings

- If you have particular instructions or requests then please inform the installer before they start, preferably outside if able
- Make sure internal doors are open so that we don't have touch door handles
- We request that our work areas are cleared of obstacles, cleaned and wiped down beforehand
- Please open windows and doors to increase ventilation
- Please allow us to work alone at all times and stay in a different room

On the day of the appointment

- We will telephone to confirm the appointment and time
- We will check that there are no changes in circumstances since we last spoke on the phone
- We will confirm that you have read, understand and will adhere to this process

Eating and drinking

When we are on site for any length of time, we will provide our own refreshments and consume these outside in our vehicle. The exception being a sealed bottle of drink which we may bring into the property. Please kindly understand that we will not be able to accept any drinks or refreshments from our customers during this time.

Signing off

At the end of the install, we will explain how to operate your new products and about child safety if necessary. This will be done whilst maintaining social distancing and preferably this should be done outside. We will give you the opportunity to look at the installed products and ask that you sign off our work as complete using your own pen and that you wash your hands before doing so.

After the Appointment

Immediately following an appointment, we recommend the following:

- that new products and areas where we were working are cleaned and wiped down
- that you wash your hands

Thank you for your understanding and cooperation.