

OUR INSTALLATION PROCESS DURING COVID-19

INSTALLATION GUIDANCE



THE HOME OF ASSISTED
LIVING & HEALTHCARE



Covid-19 Installation Guidance

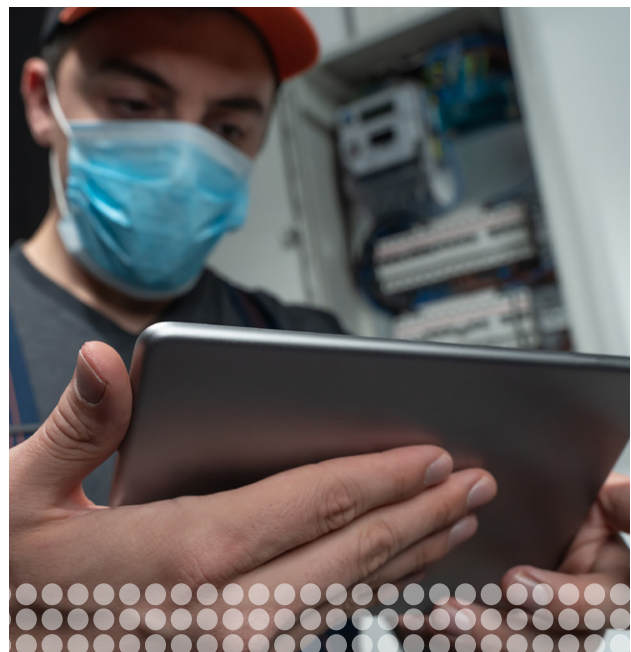
We would like to reassure our customers that Legrand Assisted Living & Healthcare is making every effort to support you through this difficult time and must take all steps to minimise exposure to our customers and protect our employees.

To assist with this, we have reviewed our installation methods and developed these to work safely within the current government guidelines to ensure your nurse call, emergency call systems, monitoring centre and door access systems can be maintained or replaced through your planned maintenance or unexpected system failure through these uncertain times. New build projects can continue to be installed through the usual RAM process.



Our promise:

- We promise our customers that we take every precaution and are adapting and following UK Government guidelines to ensure that safety and quality of service is delivered throughout the installation.
- All installations will be managed by our highly skilled Contracts team with dedicated contract lead assigned to all installations.
- Your contract lead will be assigned to manage all Health and Safety of the project.
- A pre-site assessment will be carried out to determine the site environment is safe to work for staff, residents and engineers.
- Our teams will be wearing appropriate PPE to keep themselves, your staff and residents safe but to not affect their working capabilities.
- Should any of our teams leave site and return the same day, fresh PPE will again be worn.
- Our teams are provided with sanitising products and will use them as necessary during the installation.
- Sanitising products will be used for cleaning all surfaces before and after works.
- All tools and equipment will be sanitised before and after use.
- Our teams are provided with personal thermometers to check their temperature throughout the day.
- At no point during the installation will the site be left vulnerable for system operation.
- Prior to attending site, we will make contact with the manager to carry out a pre-attendance questionnaire. We will question if there are any staff or residents with Covid 19 symptoms and if your site has any residents who are shielding or in self-isolation. This will allow us to plan the installation and ensure arrangements are in place for all residents.
- There may be occasions where our teams ask staff or residents to vacate a location whilst they carry out works. Our teams will liaise with the manager and provide notice of this.
- If any of our team members show symptoms, we will cancel bookings and isolate for the government recommended period.



What we ask of our customers:

- Notify us immediately if any staff or residents are displaying any symptoms of COVID-19. All installation works will be put on hold for a minimum of 14 days. At no point will the site be left vulnerable for system operation.
- If you have any special requests that affect the installation, please update our teams during the pre-attendance questionnaire.

Prior to work starting:

A dedicated project engineer will contact you to carry out a pre-site assessment to determine the site environment is safe to work for staff, residents and engineers.

The engineer will be assigned to your site to ensure that all health and safety guidelines are adhered to throughout the installation and will be on hand should you have any questions or concerns throughout the project.

We can reassure all our customers that we take every precaution and are adapting as appropriate, while following UK Government guidelines to ensure that safety and quality of service is delivered to all our customers throughout these uncertain times. Engineers are equipped and wear fresh PPE for each site they enter. Should an engineer leave site and return the same day, fresh PPE will again be worn. Alcohol wipes will



“Prior to commencement of work, pre site inspections will have taken place and all areas in relation to H&S have been taken into consideration. All operational personnel are fully informed, instructed and trained in the correct and safe use of ladders and associated equipment.”

be used for cleaning engineer tools and equipment prior to entry of premises/installation. Engineers are also equipped with personal thermometers to check their temperature throughout the day. Prior to attending site, we will make contact with the manager to carry out/complete a pre-attendance questionnaire. We will question if there are any staff or residents with Covid 19 symptoms and if your site has any shielded residents or in self-isolation. This will allow us to plan the installation and ensure arrangements are made for any shielded or self-isolating residents. Prior to commencement of work, pre site inspections will have taken place and all areas in relation to H&S have been taken into consideration. All operational personnel are fully informed, instructed and trained in the correct and safe use of ladders and associated equipment. Ongoing site monitoring is an essential part of our operations and the supervision of all our operatives to ensure compliance to safe working procedures is paramount. Robust company procedure supports, so far as is reasonably practicable, H&S compliance in all areas of our operations. Risk level rating is LOW when all control measures are implemented and complied with.

Working on site:

Engineers take social distancing guidelines extremely seriously and will take every precaution and will adapt as appropriate:

- If possible, residents will be asked to relocate to a different room within the residence for the duration of the installation.
- Where this is not possible residents will be asked to maintain a 2-metre distance for the duration of the installation.
- Installation time within the residence will be kept to a minimum.
- All operational personnel are fully informed, instructed and trained in the correct and safe use of PPE, ladders and associated equipment.
- We follow UK Government guidelines to ensure that the safety and quality of our service is delivered to all our customers throughout these uncertain times.



PPE (Personal Protective Equipment) in use:

Ongoing site monitoring is an essential part of our operations and the supervision of all our operatives to ensure compliance to safe and robust company procedures. All our engineers have been supplied with the below PPE (Personal Protective Equipment):

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| ■ FFP2 face mask (Respiratory Equipment) – BS EN149 FFP2 | ■ Knee Pads | ■ Overshoes |
| ■ Goggles – EN 166.1 F | ■ Ear defenders EN 352 – 2/3 | ■ Disposable bags & Tape to seal |
| ■ Footwear – EN 345 | ■ Disposable Overalls for non-licensed asbestos work | ■ Hand sanitiser |
| ■ Gloves – EN 388 Polyco blue grip latex - 300786 | ■ Hi visible jacket EN - 471 | ■ Alcohol wipes |
| ■ Hard hat / bump cap - EN 397 | ■ Overalls / Protective clothing for cold or inclement weather | ■ Thermometer |

Note: All used PPE will be put in sealed bags and removed from site before being disposed off using the correct waste stream.

We understand that safety of your staff and residents is paramount and we will ensure that all health and safety guidelines are adhered to. This procedure will be under continuous review and updates sent accordingly.

If you have any concerns or would like to speak with a member of our team, please telephone; **01670 352371** or email sales@tynetec.co.uk, sales@aidcall.co.uk or sales@jontek.co.uk

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