

Staying COVID-19 Secure

Open For Business & Keeping You Safe

Protecting Our Customers

In light of the government's latest announcements for a second lockdown, here at Newglaze, we've put plans into motion to protect our staff and customers in line with the latest guidelines to keep you safe.

We would like to reassure you that we can continue to safely visit customers' homes. Your wellbeing is our top priority, so we're taking all the necessary steps to work in line with the government's Safe Operating Procedures. All our staff will adhere to social distancing guidelines at all times and are equipped with the PPE to work safely in your home.

Our stringent rules and regulations include all employees washing and sanitising their hands, wearing masks, as well as gloves if requested. Any employees showing COVID-19 symptoms will remain at home and self-isolate immediately, so you can rest assured of your complete safety.



Our Showrooms

We understand that you will want to visit our showrooms in Blandford, Poole and our Timber Windows showroom in Salisbury.

The following guidelines have been put into place for your visit:

- Surfaces will be sanitised, with keen focus on high-traffic areas
- All our staff will have access to disposable masks and gloves
- Customers are asked to sanitise and bring their own masks
- Hand sanitiser will be available for use upon entry
- Our staff have been trained on the requirements of social distancing and are equipped with the required PPE

In order to avoid large numbers of visitors to our showrooms, we encourage all customers to book an appointment ahead of time. You can contact us online or by phone to arrange a convenient time to visit, so you can see and try our stunning products safely.

Staying COVID-19 Secure

Open For Business & Keeping You Safe

Appointments

With the new lockdown in place as of November 5th, we can continue to visit our valued customers' homes while taking every precaution.

- Our staff will contact you prior to their visit to explain all guidelines, including sanitising hands, wearing masks and social distancing
- Discussions between our team and our customers will take place outdoors where possible and/or via email following the appointment
- Every member of our team has access to disposable masks and gloves if required for the duration of their visit
- Our team will wash or sanitise their hands upon entry and exit
- Everyone at Newglaze is fully trained on social distancing requirements and the use of PPE for safe home visits



Installations

When our staff visit your home to discuss your plans and carry out the work, our top priority is to keep our team and customers safe. That's why all our installers are equipped with the right PPE, including disposable face masks, hand sanitiser, wipes and gloves.

We will adhere to the following guidelines to keep you safe:

- Where possible, we will discuss your project by phone, email or video consultation to minimise face-to-face contact
- We will contact customers ahead of time to outline guidelines
- Discussions/meetings will take place outdoors where possible
- All team members will wash and sanitise hands before and after their visit, wearing masks and gloves where required
- Conservatory installers will minimise the need to enter customers' properties, e.g. arranging portaloos at your request
- Installation teams sharing a van will clean the vehicle and equipment regularly, with focus on high-contact areas, and windows will be kept open when driving
- Every staff member is fully trained on social distancing and PPE
- Where possible, we will take care of payments digitally