



Approval

The signatures below certify that this document has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Paul Townsend		Director	1/4/21
Reviewed and Approved by	Penny Taylor		Director	1/4/21

Amendment Record

This procedure is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

References

Reference	Title & Description
Gov. guidance	https://www.gov.uk/coronavirus
Gov. guidance	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes

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Policy Statement

The health and safety of our customers and workers is our primary concern. Taylor-Made Mobility Limited will follow all government guidelines to prevent the spread of Covid-19 and ensure that all workers are kept up to date and follow our policy.

This policy applies to all workers involved in Taylor-Made Mobility Limited activities.

The aim of this policy is to ensure, as far as possible that the health and safety of our customers and workers is not put at risk through any aspect of our activities. In applying this policy Taylor-Made Mobility Limited will:

- Keep up to date with government guidance.
- Apply relevant guidance to our own Covid-19 policy.
- Communicate our policy to workers and make the policy available to customers.
- Monitor the adherence to, and effectiveness of, the policy.

Key elements of this policy are to:

- Understand the risk of infection to customers and workers.
- Mitigate identified risks.
- Create safe systems of work (SSOW).
- Review SSOW with workers and customers.
- Respond and update SSOW as required.

Understanding the risk of infection

Coronavirus is spread through the air by droplets and smaller particles (known as aerosols) that are exhaled from the nose and mouth of an infected person as they breathe, speak or cough. Research shows that the majority of Covid infections occur indoors and the longer people spend in the same room as Covid-19 particles the greater the likelihood of becoming infected.

Symptoms of Covid-19 are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

Mitigating identified risks

As standard our SSOW will:

- Restrict time spent in proximity with customers and workers to a bare minimum.
- Require all workers to maintain a distance of 2 metres from customers.
- Require workers to report symptoms and self-isolate.
- Implement a no touch, no accepting of drinks policy when with customers.
- Require the use of PPE, in particular masks.
- Require all workers to take their temperature each day.
- Request that customers inform us of any infections or symptoms; we will not undertake work in these instances.
- Require all workers to regularly sanitise their hands, specifically on entering and leaving a customer's property.
- Provide remote quotations where possible.
- Require installation workers to thoroughly disinfect all surfaces they have come into contact with regularly and when leaving the area or premises.
- Ask customers to wear masks when in proximity of our workers.
- Ask customers and workers to ensure areas are well ventilated.
- Maintain records of activities to support track and trace.