



# CARDIFF MARBLE

May 2020

COVID-19  
PPE SAFETY GUIDELINES  
FOR STAFF &  
CUSTOMERS ONSITE &  
AT OUR SHOWROOM

*Dear Customer,*

*For the past 82 years, we have been known for providing the highest quality product with the highest possible standard of service & customer care.*

*We are working tirelessly behind the scenes to keep our doors open and welcome our customers into a safe and clean environment.*

*This document shows a brief insight into just some of the guidelines we are putting in place to keep you and us safe, both at our showroom and onsite during these difficult times with Covid-19.*

*Should you have any questions, please do not hesitate to contact us on the details below.*

*Stay Safe.*

*Kind Regards,*

*Cardiff Marble*

*02920 839177*

*[Info@cardiffmarble.co.uk](mailto:Info@cardiffmarble.co.uk)*

## What Is Required From The Customer (Onsite)

Customer requirements:

***We respectfully ask, for your safety and ours, that you strictly adhere to the protocol set out below.***

- When we arrive on site, all of our operatives will be wearing the appropriate PPE and will have sanitised their hands and gloves before entering the premises.
- You will be provided with protective gloves and face masks, which we would ask you to put on before we enter the building.
- Whilst on site, and where practicable, doors and windows will be left open to allow air flow.
- When templating, during the question and answer stage, and at any other time whilst in proximity to any member(s) of our team, we require you wear the masks and gloves provided at ALL times.
- Upon arrival and whilst we are on site, we require the kitchen/work area to be completely free of any other trade or person including yourselves.
- Please maintain at least 2 METRES between yourself and our team at all times.
- All surface areas, door handles, light switches etc., and more, which we come into contact with, will be fully sanitised before we leave for your safety and peace of mind.
- We thank you for your understanding, co-operation and valued order—  
PLEASE STAY SAFE.

## Our Procedures Onsite: (Staying Safe)

Customer requirements:

***We respectfully ask, for the safety of our customers and ourselves, that all persons adhere to the protocol set out below.***

- When we arrive on site, we all must wear the appropriate PPE and sanitise your hands and gloves before approaching and entering the premises.
- Once you have knocked the door, stand back 2 meters and when the customer answers the door, discuss how you will carry out the process whilst maintaining social distancing.
- At the INITIAL point of contact, issue the customer a pair of gloves and a face mask.
- Do not enter site until the customer has put these on.
- When templating, and during the question and answer stage, masks and gloves must be worn by all parties at ALL times and the 2 meter rule must be observed at all times where possible.
- The customer will have been informed that whilst we are on site, we require the kitchen/work area to be completely free of any other trade or person including themselves.
- Maintain at least 2 METRES between yourself and customers at all times.
- DO NOT accept food or drink from customers to avoid virus transfer.
- On completion, fully sanitise all surface areas, sinks, taps, door handles, light switches etc. and anything we may have come into contact with during our visit.  
When calling the customer to inform them of completion, make sure that they are gloved and masked **before** they enter the workspace.
- **FINALLY: INFORM THE CUSTOMER THAT WE HAVE FULLY SANITISED THE WHOLE AREA.**
- Lunch Breaks on site must be at least 2m apart.

## PPE Guidelines Covid-19

- Do not accept food or drinks from the customer.
- Do not share food or drinks between staff.
- When using the customer's toilet, wipe all areas (tap, flush, handles etc.) with antibacterial spray before exiting.
- Be aware and responsible for each other
- Anit-bac hands regularly throughout the day.
- Respect the 2 meter rule whenever possible – wear PPE where not possible.
- Keep PPE on your person at all times
- Be aware
- Wear gloves and PPE where possible – sanitise your gloves
- Do not share PPE
- Respect all of the above
- Stay Safe
  
- **IMPORTANT SAFETY NOTE:**
  - Hand Sanitiser contains Alcohol and therefore **HIGHLY FLAMIBALE!!**
  - No sanitiser near naked flames – make sure hands are completely dry before using gas torch/naked flames

## Vans & Machinery

- Arriving at Yard each morning:
  - Wipe down all communal use machinery – forklift/vans steering wheels, gear knobs, levers, door handles, gear stick, handbrake, radio/sat-nav, keys etc.
  - Obey the 2 meter rule where possible – where not possible – use PPE.
  - Respect other people’s space.
  
- Van Care & Sharing
  - Ensure that every morning and regularly throughout the day, every vehicle you enter is sanitised - steering wheels, gear knobs, levers, door handles, gear stick, handbrake, radio/sat-nav, keys etc.
  - When sharing a vehicle, snoods/face masks and gloves must be worn, regularly sanitising your hands/gloves and all contact areas.
  - Whenever possible, keep windows open to allow a flow of air.
  
- End of Day:
  - Anti-bac all areas, contact surfaces, kit, etc. you have come in contact with ready for the next day.

## Showroom & Office's:

- When arriving in the morning sanitise your hands before entering the showroom and office.
- Prepare all PPE protective equipment in place and ensure gloves, masks, sanitizing gel are fully stocked.
- Obey the 2 meter rule where possible – where not possible – use PPE.
- Respect other people's space.
- Ensure the 'Hand Sanitising Station' is place outside of the showroom doors.
- Showroom:
  - Sanitise doors, handles, ALL surfaces (especially around desk stations).
  - Sanitise computer keyboard, calculator, tape measure and any other communally used area or item(s).
  - Sanitise coffee machine and coffee area.
  - Sanitise toilet door, handle, flush and tap.
- Upstairs Showroom & Facilities
  - Wipe down all communal areas: kitchen surfaces & handles, tap, kettle, microwave, etc.
  - Sanitise toilet door, handle, flush button, tap etc.
  - Sanitise 'Finance Office' desk, chairs etc.

### **Carry out all of the above regularly throughout the day!**

- Greeting Customer
  - As you come downstairs, put on mask.
  - Wear gloves.
  - Go immediately to the Sanitising Pump and sanitize hands.
  - Ask if the customer sanitised their hands before entering – if not offer the sanitizing pump inside the showroom.
  - When entering the finance office, ask the customer to wait whilst you go in and sanitize the desk area where they will be sitting. Once you are seated invite them in. Once completed, ask them to exit first to maintain distancing.
  - Sanitise any samples etc., before handing to the customer.

## PPE Guidelines Covid-19

- In the Office
  - All doors, handles, surfaces, photocopier etc. must be sanitised regularly throughout the day.
  - It is your responsibility to sanitise your own desks, computer screens, keyboards, calculators etc., at the start of each day and regularly throughout the day.
  
- Throughout the Day:
  - Be aware and responsible for each other.
  - Anit-bac hands regularly throughout the day.
  - Respect the 2 meter rule whenever possible – wear PPE where not possible.
  
- End of Day:
  - Anti-bac all of the above ready for the next day.
  
- IN General:
  - Keep PPE on your person at all times.
  - Be aware.
  - Wear gloves and PPE where possible – Sanitise your gloves!!
  - Do not share PPE.
  - Respect all of the above.
  - Stay Safe.
  
- **IMPORTANT SAFETY NOTE:**
  - Hand Sanitiser contains Alcohol and therefore **HIGHLY FLAMIBALE!!**
  - No sanitiser near naked flames – make sure hands are completely dry before using gas torch/naked flames.