

Covid 19 Policy

Last updated on 18/01/21

Following the government's latest announcement and advice from our regulatory trading body, FENSA, we have reviewed our procedures and adapted how we work.

Throughout this pandemic, our highest priority is keeping our customers and staff safe, therefore we have carried out all necessary risk assessments, made adjustments to our workplace and processes, and sourced the appropriate PPE, ensuring safety for our teams and customers at all times.

Home appointments

We will make an appointment with you for our Sales Advisors and Surveyors to visit at an agreed time, suitable for you. We will insist on safe distancing measures during the visit and PPE will be worn, such as face masks and gloves.

We can make alternative arrangements if you advise that either you or a family member is showing symptoms, has tested positive within the last 10 days or if you have been advised to self-isolate or shield. – in these instances, please contact us immediately.

Showroom

Following government guide lines, we have temporarily closed our showroom until we are advised that it is safe to reopen again. In the meantime, you can view our products via our website and our sales advisors will also provide brochures or E-brochures for your perusal.

Installation and service calls

Our two-man Installation teams have received Covid-19 Risk Assessment Training and will be wearing correct PPE, such as face masks and gloves. It is essential that during any installation the room in which they are working is vacated, therefore providing a safe environment for you and us. Windows and doors will be left open to help ventilate the work area and closed upon completion.

Please advise us immediately if you or a family member has the virus, is symptomatic or have been advised to self-isolate or shield. Our installers will immediately stop work and return as soon as it is safe for us to do so.

Deposit and balance payments

We ask that deposits or balance payments (on completion) are made either over the telephone with the office (01454 777732) or by bank transfer, details available on request

Contact us

If you have any questions or queries at all, please contact us on 01454 777732 or email sales@southernplasticlad.co.uk

We hope you stay safe and well during this difficult time.

For the latest government guidelines, visit: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>