

## **Richard Healey Removals**

### **COVID-19 Customer Guidelines**

**Please review our guidelines and accept the line within our quotation**

#### **1. Pre-move survey:**

- Video/Online survey would be preferred at this time. Richard Healey Removals use Zoom and will provide customers with a unique link for their allocated appointment.
- If an on-site survey is necessary, then request that only one family member is present during that survey visit.
- Richard Healey Removals surveyor will carry facemask, gloves & sanitiser, if a site visit is necessary.
- Any customer that is in a high-risk category should not be present on site.
- Customer to wear facemask during the survey visit. (A representative may need to be appointed in their place)
- Request that no pets are free to roam around the house during that visit.
- Social distancing measures (2m apart) should always be maintained.

#### **2. Should you wish to proceed (what we require from you) :**

- The customer should deep clean the home and their goods and effects in preparation for the move.
- Any customer that is in a high-risk category should not be present on site. (A representative may need to be appointed in their place)
- The customer should self-pack miscellaneous and non-breakable items wherever possible (the mover will supply the necessary cartons and other materials and should itemise any associated costs).
- The mover to limit any packing service (if possible) to the packing of china, glass, and breakable items.
- The customer should dismantle and re-assemble furniture items wherever possible.
- One family member only to attend the premises during the move and the 2m social distance to be always maintained .
- During the move, although it will be inevitable that the crew cannot socially distance from each other, the customer must always maintain the 2m spacing from the crew.
- The customer should a wear facemask/visor during the removal process.
- Request that no pets are free to roam around the house during the move.
- No other trades people to be in the property(s) during the move process.
- Windows should be opened to maximise ventilation.
- Hand washing facilities should be made available for the crew on site.
- Completed job sheets/inventories etc will require customer to sign with their own pen.
- Terms and conditions should be varied to allow for potential problems or restrictions arising from COVID-19.

### **3. What measures we are taking to protect you:**

- Operators to ensure that teams are consistently working together (i.e. maintain the same crew pairings) so far as is possible in order to minimise staff having multiple/varied work partners.
- Operators to maintain wellness checks at the start of each day, to include temperature readings being taken/reported each morning.
- Staff to be reminded of the need for good hand and respiratory hygiene, and to avoid touching their face.
- PPE to be provided to all crew members and to include items from the following list;
  - disposable facemasks or similar (eg washable nose/mouth protection item)
  - work gloves
- Each crew to carry alcohol hand sanitiser and disinfectant wipes, stocks to be replenished as/when required.
- Remind staff to catch coughs and sneezes in tissues and to dispose of used tissues in a responsible manner.
- When travelling in the cab of the vehicle, ensure that windows are opened slightly and that facemasks are worn.  
On overnight trips, only one person to sleep in the sleeper cab or pod. Any other crew members to use alternative accommodation.
- Plan overnight stops to ensure that all necessary facilities are available to the crew.
- Where possible, utilise local BAR Members to provide portering assistance for distance moves.
- Crew to maintain social distancing measures as far as is possible when working and should avoid passing in restricted spaces such as hallways, staircases, and landings, and also to wait for the co-worker to leave vehicle load area before entering where possible.
- Every time that a 2-man carry is required, then the crew members should use the PPE provided.
- Crew should wash their hands thoroughly at the start of the day and frequently sanitise hands throughout the day.
- Vehicle blankets (woollen and/or paper) and webs must be changed regularly and then left for a period of 72 hours before being reused.
- Vehicle cabs (frequent cleaning of the steering wheel, dashboard, seats, and door handles etc.) and load areas, together with all equipment, to be deep cleaned daily.
- Limit smoking breaks and take well away from the vehicle or residence. Wash hands immediately afterwards.