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**COVID – 19 Best Practice Customer Document**

**At Survey Point**

* JBR will encourage the use of video survey technology wherever possible.
* If an on-site survey is necessary, we will request that only one family member is present during that survey visit.
* We will complete a detailed risk assessment to profile the customer’s risk category - it may therefore be necessary to request that you sign a disclaimer to confirm that you have not been exposed to the virus through contact in the past seven days.
* We will ensure that any customer that is in a high-risk category will not be present on site.
* We will request that customers wear facemasks during the survey visit.
* We will request that no pets are free to roam around the house during the visit.
* We will request that all doors are open for the surveyor to avoid contact with handles.
* We will ensure that social distancing measures (2m apart) are always maintained between the client and surveyor.
* We will provide the surveyor with appropriate PPE to carry out the survey.
* The surveyor will advise the customer of our requirements due to COVID-19 during the move.

**Our Requirements of the Customer**

* It is essential that the customer deep cleans their home and effects in preparation for the move.
* The customer should allow crew to wash their hands on entering the property using separate paper towels which need to be disposed of safely after use.
* Any customer considered to be in a high-risk category should not be on site and a representative may need to be appointed in their place.
* Ideally the customer should self-pack as much miscellaneous and non-breakable items as possible, however, if this is not possible you should speak to JBR in advance.
* The customer should dismantle and re-assemble furniture items wherever possible. If this does prove impossible you should speak to JBR at the surveying stage and we will endeavour to support you.
* One family member only to be in attendance at the premises during the move and the 2m social distance to be maintained at all times.
* The customer should wear a facemask/visor during the removal process and if at any point show any symptoms of COVID – 19 should immediately inform a crew member. The same rule will apply to crew members.
* The customer should ensure that any internal doors are open to avoid contact with handles at all times.
* The customer should not allow pets to roam around the house during the move.
* The customer should not allow other trades people to be in the property(s) during the move process.
* The service proposal (quotation) should request that access to W/C, wash facilities (and possibly a shower) should be made available for the move crew, and that where possible those facilities would be for the use of the crew only.
* Windows should be opened to maximise ventilation.
* Crew refreshments: JBR will provide crew with a personal flask and request that customers do NOT provide refreshments or food.
* As much paperwork as possible to be emailed to the customer to avoid contact.

**Requirements of our staff during your move**

* We will provide more detailed Risk assessments and thorough checking of said Risk Assessments
* 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.
* JBR will stagger the start times of their crews to minimise the number of staff present at the beginning and end of each shift pattern.
* JBR will 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.
* JBR will maintain wellness checks at the start of each day, to include temperature readings being taken/reported each morning.
* JBR will remind staff of the need for good hand and respiratory hygiene, and to avoid touching their face.
* All operational staff will carry a change of uniform, personal towel, paper towels, their own refreshments (tea/coffee/foodstuff) and equipment (cup/plate/cutlery etc.).
* PPE will be provided to all crew members, to include, facemasks or similar (e.g. washable nose/mouth protection item) work gloves, hand sanitizers, sanitising wipes for vehicles or an equivalent product, laundry bags and visors (visors to be used when crew cannot maintain social distancing whilst carrying items)
* Each crew to carry alcohol hand sanitiser and disinfectant wipes, stocks to be replenished as/when required.
* Staff to catch coughs and sneezes in tissues and to dispose of used tissues in a responsible manner.
* Crews will change clothing if/when required and will carry individual laundry / plastic bags for holding used clothing.
* Crew will carry appropriate disposal bags for face masks in their trucks.
* When travelling in the cab of the vehicle crew will ensure that windows are opened slightly and that facemasks/visors are worn. Optional for members of the same family.
* If workers have no option but to travel together, for example, whilst doing removal deliveries we will encourage journeys with the same people, the use of face masks, good ventilation, the use of gloves and standard cleaning products and washing hands on arrival at the destination.
* Crew will change footwear when in the cab and any wet weather gear, or soiled clothing, will be stowed in vehicle body lockers and not in the cab.
* On overnight trips, only one person will sleep in the sleeper cab or pod. Any other crew members will use alternative accommodation.
* Overnight stops will be planned to ensure that all necessary facilities are available to our crew.
* Where possible we will utilise local BAR Members to provide portering assistance for distance moves.
* Crew will 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 will also wait for the co-worker to leave the vehicle load area before entering where possible.
* Every time that a 2-man carry is required the crew members should use the eye protection and facemask/visor provided.
* Crew should wash their hands thoroughly on an hourly basis and frequently sanitise their work gloves.
* Packing materials should only be used once.
* 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.
* Smoking breaks will be limited and taken well away from the vehicle or residence. Hands will be washed immediately afterwards.

# Addition advice for traveling across Europe (in addition to the points made above)

* Carry on board enough provisions to maintain a high level of hygiene.
* Avoid crowded places, only leave the cab in places with high concentration of people if absolutely necessary and if so, wear the PPE as directed.
* In areas of high alert/restricted areas, the authorities may not have limited the movement of trucks and vans so that business can continue. However, they will certainly check the trip routing documentation in order to prove the reason for the vehicle to be where it is.
* In order to have an uninterrupted travel to the destination, JBR will make sure the trip documentation folder includes any specific travel orders that may be required for that journey together with the trip schedule showing all deliveries/collections planned.
* JBR will ensure that there are enough ‘contingency’ copies of all paperwork.

**Julie Briggs –13th May 2020**