



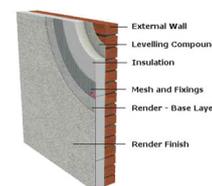
National Insulation
Association of Ireland

**RETROFIT INDUSTRY GUIDELINES
FOR ESTABLISHING BEST PRACTICE
COVID-19 HEALTH AND SAFETY
ON-SITE PROTOCOLS**



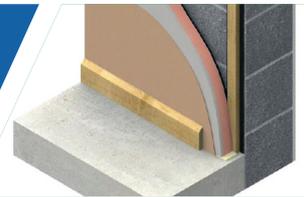
National Insulation Association of Ireland

The National Insulation Association of Ireland (NIAI) represents the insulation industry in Ireland and our members include manufacturers and installers of a number of insulation solutions for your home or business. Both the NIAI and its members are fully committed to maintaining and raising standards within the insulation industry.



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1. INTRODUCTION

The National Insulation Association of Ireland (NIAI) represents the insulation industry in Ireland and our members include manufacturers and installers. Both the NIAI and its members understand that there is a great amount of concern, uncertainty and anxiety around COVID-19 or the "Coronavirus".

The present COVID-19 outbreak presents a unique challenge in meeting two overriding concerns, the safety and wellbeing of our member's employees and of our customers.

This COVID-19 Health and Safety Management Guidance document aims to give practical advice and recommendations on how the Industry can implement a robust COVID-19 health and safety management system in order to reduce the risk of exposure to the lowest reasonably practicable level and to return to work safely.

To limit the potential impact of COVID-19 on our member employees, day to day operations, and valued customers, our COVID-19 task force have risk assessed the industries day-to-day operational practices and determined workplace hazard controls for the prevention of COVID-19. We utilised the hierarchy of controls system to identify best practices for controlling a person's exposure to COVID-19.

Depicted within the inverted pyramid below the more effective controls are on the large, top side of the pyramid, whereas the least effective controls are on the bottom. Further guidance of the control measures described below are elaborated on throughout this document.



Figure 1: COVID-19 Hierarchy of Controls

1.2 Coronavirus – What we know

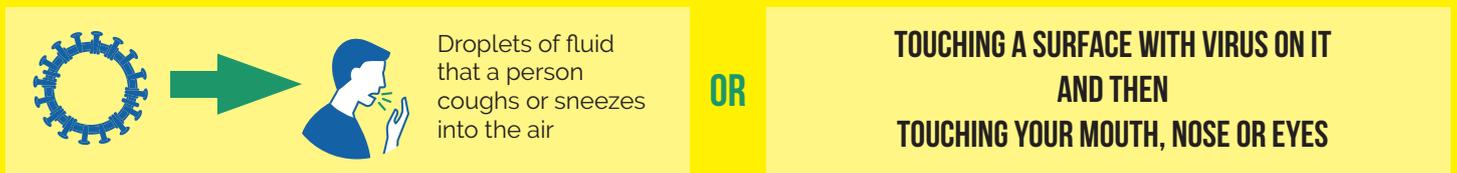
ABOUT THE VIRUS

Coronavirus disease 2019 COVID-19

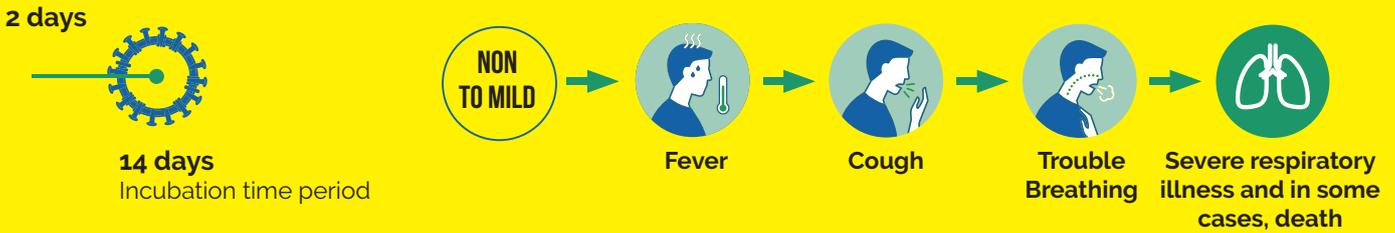
The virus causes a mild to severe respiratory illness.

Please refer to the following link for further information: <https://www2.hse.ie/coronavirus/>

IT'S LIKELY SPREAD THROUGH:



SYMPTOMS

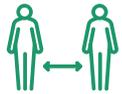
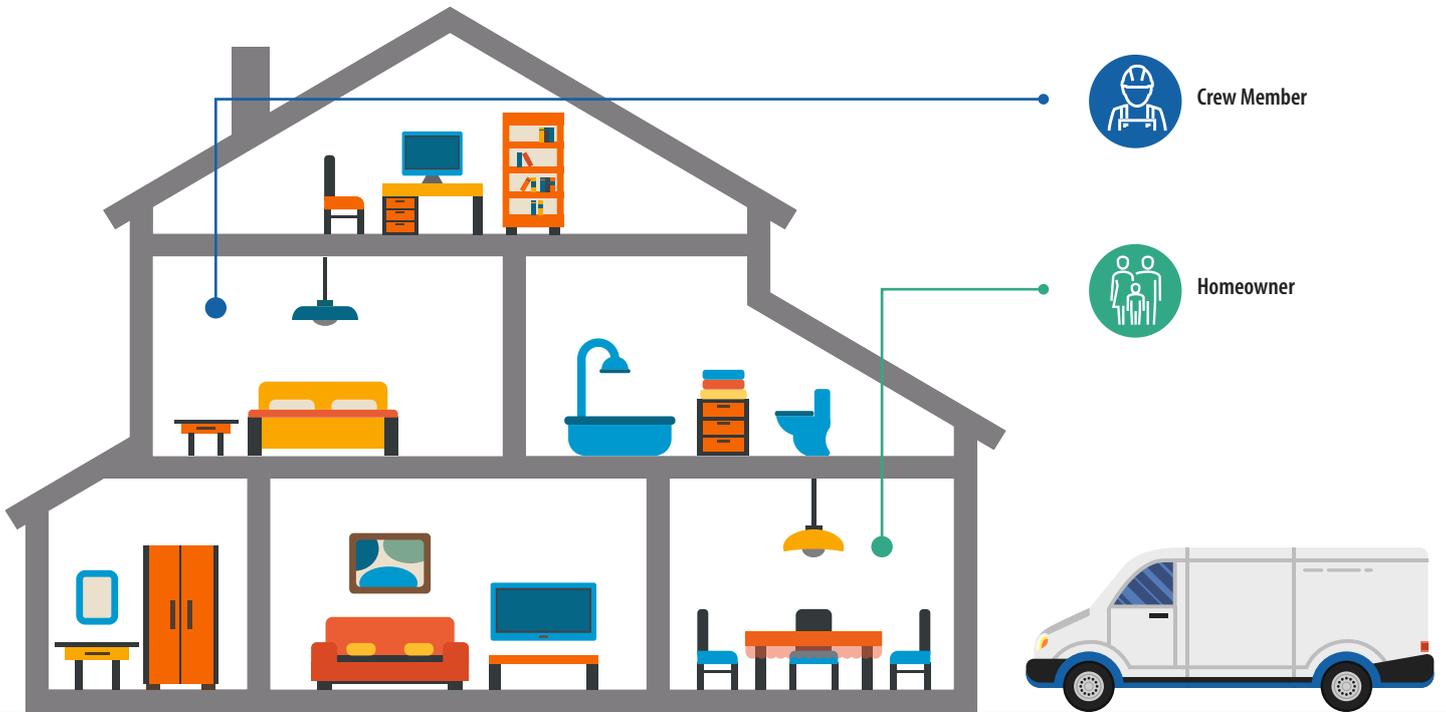


PREVENTION





1.3 Control Measures



PHYSICAL DISTANCING

Keep a space of 2 metres (6.5 feet) between

1. Workers
2. Workers and homeowner



VENTILATION

Homeowner to open windows and doors to ensure home is well ventilated and crew do not need to open doors.



HANDWASHING AND HYGIENE

Workers should wash or clean their hands at regular intervals during the course of work. If there is no access to running water, hand sanitiser should be used.



CREW HEALTH MONITORING

- Crew Health Protection Procedure
- Temperature Checking



CLEANING

Frequent cleaning of surfaces and tools/equipment.



PPE

COVID-19 related PPE requirements.



Touch points cleaning throughout the house:



Door knobs / handles



Window handles



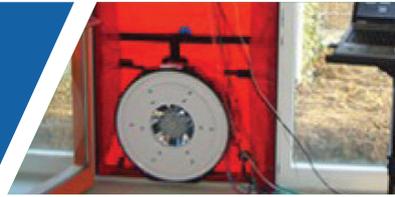
Kitchen surfaces



phones



tools and equipment



2. OVERVIEW OF SAFETY PRECAUTIONS FOR COVID-19

NO WORK SHOULD BE CARRIED OUT UNTIL IT IS SAFE TO DO SO



COVID-19 Isolating



Clinically vulnerable person
(by virtue of age, underlying health
condition or pregnancy)



Aged over 70

Latest medical advice is allowing those who are cocooning to have a small number of visitors to their home. The visitors must wear gloves, face coverings and keep at least 2 metres from the person who is cocooning.

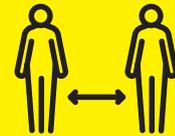
MINIMUM/SUGGESTED SAFETY PRECAUTIONS FOR COVID-19



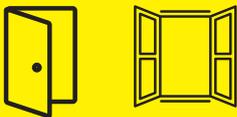
COVID-19 risk assessment with
homeowner



Homeowner leaves dwelling or
isolates in a room during works



Physical Distancing



Ventilation – open doors and
windows



Handwashing and Hygiene



Cleaning of Premises



PPE and face masks



Temperature checks



Crew Buddy/Pairing System



3. COVID-19 PREVENTION AND CONTROL MEASURES TO MINIMISE RISK TO THE HOMEOWNER



3.1 Consultation with homeowner to reschedule or commence retrofit works

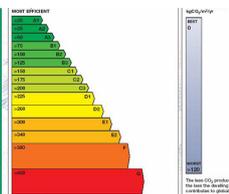
Our objective is to ensure that the homeowner is fully informed of the COVID-19 risks and control measures to prevent the spread of infection. The homeowner can make a fully informed decision to have survey completed, commence works or reschedule altogether.

Measures to be taken:

- Risk Assessment /Pre-Planning of the survey visit or retrofit works will be completed by telecommunication (phone or teams/zoom meeting/Whatsapp).
- Homeowner will be provided with an overview of the COVID-19 control measures as depicted on page 7 detailing how we will work safely in their home to prevent the spread of infection.
- Homeowner will complete COVID-19 Questionnaire/Declaration (Refer to Appendix 1) as part of the risk assessment and induction process. It will be determined whether the homeowner is within the risk category or has returned from travel abroad or has had symptoms of COVID-19 over the last 14 days. If so a further call and risk assessment will take place with the homeowner in 14 days time.
- Homeowner will be informed that access will be required to all the rooms inside the dwelling and to certain areas outside like garages, boiler houses etc.
- Homeowner will be requested to:
 - a. Ensure that all doors are left in the open position to avoid crew touching handles
 - b. Ensure that all windows are left open (irrespective of the weather) to ventilate the property
 - c. Ensure all lights are turned on
 - d. Ensure that the attic hatch is left open where possible
 - e. Ensure there is easy access to radiators and wall vents
- Homeowner will be informed that the household must vacate the property during the survey or the works or if the homeowner wishes to stay in the house during the works will be required to isolate in a room where there is no works taking place.

Where the homeowner has satisfactorily met all of the COVID-19 Questionnaire criteria and provided a written consent/declaration to proceed with the works, the next phase involves planning the works and arranging a date for the survey or for retrofit works to commence.

Upon arrival to the homeowners house/dwelling the following steps are taken as part of the COVID-19 safe systems of work.



3.2 Interacting with Homeowner

Our objective is to ensure that the safety of the homeowner and installation crew.

Measures to be taken:

- For anyone who will be in the property while work takes place, you should agree a method beforehand by which they will minimise contact with any personnel as far as possible for the duration of the job (e.g. remaining in a separate room where no work is taking place, staying upstairs if work is taking place downstairs, remaining inside if external works are taking place, etc).
- All interactions with the homeowner will take place outside or in a room with fresh airflow.
- On arrival the Installation crew will ring the homeowner to advise that they have arrived.
- The Homeowner will greet the supervisor of the crew (wearing their appropriate PPE as outlined in section five of this document) outside of their dwelling observing 2-meter distancing. There will be no shaking hands or personal contact.
- The homeowner will be shown photo identification by the supervisor of the crew, the health status of the household will be rechecked to ensure no person in the house has symptoms of COVID-19 or is in isolation.
- The homeowner will be briefed on the COVID-19 control measures the crew will be undertaking whilst working in their home.
- The homeowner will be asked if the household is leaving the dwelling or will be isolating in a room for the duration of the works.
- The homeowner will be asked to confirm that all external and internal areas are fully accessible and ensure pets are not in the vicinity.
- The homeowner will be asked if all property windows have been left open to ventilate the house irrespective of weather conditions.
- The homeowner will leave the dwelling or go upstairs or to a room separated to the workers.
- Installation crew are given access to the property for works to commence.
- At no time will the homeowner come into physical contact with the supervisor, crew or share any pens or paperwork.
- Upon completion of the works, the house will be cleaned and disinfected as per section 4.5.
- The Site Supervisor will call the homeowner to inform them that the crew has finished the works and will have a discussion regarding the works completed on his/her dwelling.



4. COVID-19 PREVENTION AND CONTROL MEASURES TO MINIMISE RISK TO OUR MEMBERS



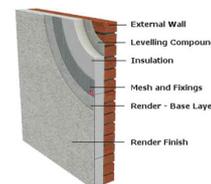
4.1 COVID-19 Health and Safety Management System

Our objective is to ensure the safety of the homeowner and installation crew by the implementation of a COVID-19 health and safety management system to meet the requirements of Return to Work Safely Protocol and all statutory regulations.



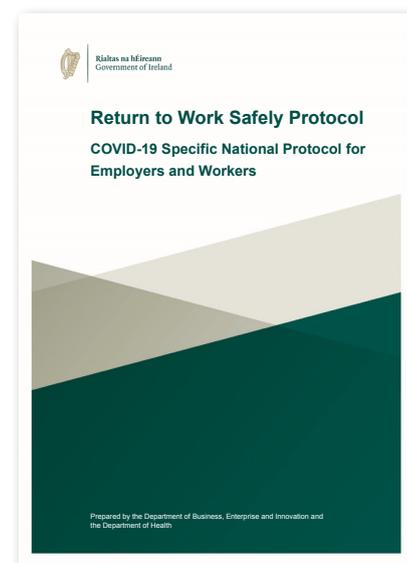
On 9 May 2020, the Department of Business, Enterprise and Innovation, in conjunction with the Department of Health, the Health and Safety Authority, and the Health Service Executive (HSE), published the Return to Work Safely Protocol (the Protocol).

The Return to Work Safely Protocol is designed to support employers and workers to put measures in place that will prevent the spread of COVID-19 in the workplace. This protocol has been widely adapted by our members in their workplace procedures and practices to comply fully with the COVID-19 related public health protection measures identified as necessary by the HSE.



Before Returning to Work Employers must

- Develop COVID-19 Response Plan.
- Update safety statement considering COVID-19.
- Update daily briefing documents such as SSWP's, SPA's, Daily Safe Starts, Task Briefings or equivalent to reference COVID-19 specifically physical distancing and hand hygiene.
- Complete COVID-19 health and safety risk assessments and method statements for all work done on site. Ensure that COVID-19 is added as a hazard.
- Identify and implement the associated COVID-19 control measures.
- Appoint COVID-19 Compliance Officer.
- Issue a return to work form to all employees.
- Develop a response plan to deal with a suspected case of COVID-19.
- Develop, Consult, Communicate and Implement Workplace Changes or Policies.
- Provide COVID-19 induction training for all workers.
- Implement COVID-19 Prevention and Control Measures to Minimise risk to Workers.
- Ensure the appropriate hygiene facilities are in place to accommodate workers adhering to hand hygiene measures.
- Provide for physical distancing across all work activities.
- Implement thorough and regular cleaning of frequently touched surfaces.

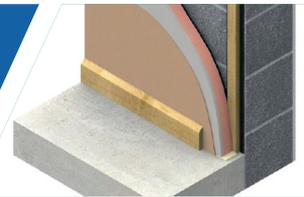


4.2 COVID-19 Health and Safety Training

Our objective is to ensure the safety of the homeowner and installation crew by educating all parties regarding COVID-19 Prevention and Control Measures.

Measures to be taken:

- Provide all workers with job-specific education and training on preventing transmission of COVID-19 (hygiene practices, physical distancing and signs and symptoms of COVID-19), including initial and routine/refresher training.
- Provide Wellbeing & Mental Health support to address employee stress.
- Provide daily COVID-19 safety talks, while maintaining a safe physical distance.
- Provide all homeowners with an overview of the COVID-19 control measures that will be implemented during works.



4.3 Physical Distancing

Our objective of physical distancing is to reduce the probability of contact between persons carrying an infection, and others who are not infected, to minimise COVID-19 transmission.

Physical distancing can be defined as a set of interventions or measures taken to prevent the spread of a COVID-19 by maintaining a physical distance between people and reducing the number of times people come into close contact with each other.

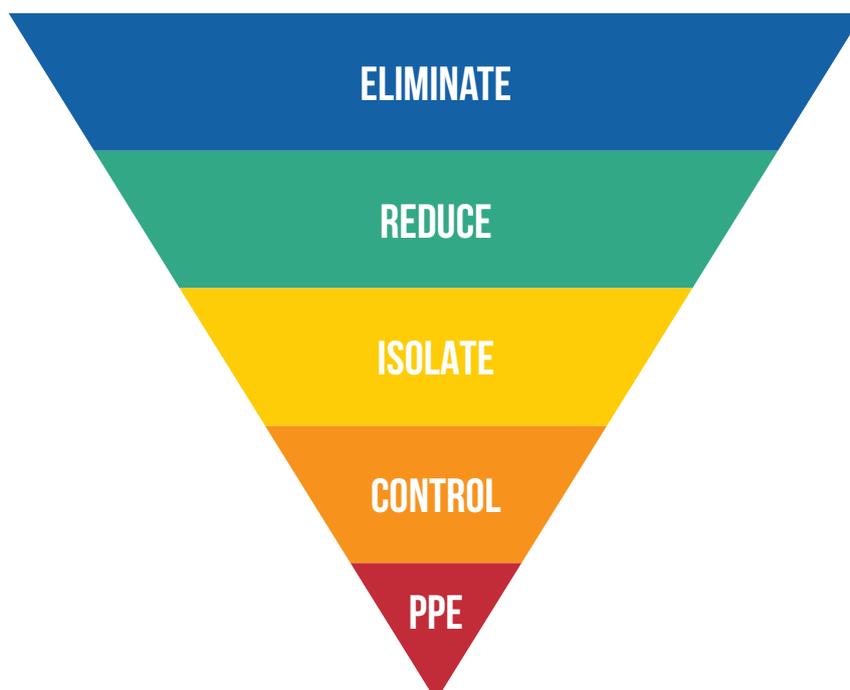
In order to slow the transmission rate of COVID-19, a physical distancing of minimum 2m is recommended by the HSE.

Measures to be taken:

- Maintain 2m physical distancing wherever possible, including while arriving at, working in and departing from the homeowner's home.

Where the physical distancing guidelines cannot be followed in full in relation to a particular activity, each activity must be risk assessed using the hierarchy of controls as detailed below and to take all the mitigating actions possible to reduce the risk of transmission between workers.

Hierarchy of Controls



ELIMINATE

- Reorganise tasks to enable them to be done by one person, or by maintaining physical distancing measures (2m).
- Avoid skin to skin and face to face contact.
- Consider one-way systems in the homeowners dwelling.
- Stairs to be used in preference to lifts or hoists, consider one-way systems.

Homeowner meeting to be held outside in open area or well ventilated room

- Attendees should be at least two metres apart from each other.

REDUCE

Where the physical distancing measures (2 metres) cannot be applied

- Minimise frequency and time workers are within 2 metres of each other.
- Minimise the number of workers involved in these tasks.
- Workers should work side by side, or facing away from each other, rather than face to face.
- Lower the worker capacity of lifts and hoists to reduce congestion and contact at all times.
- Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc.
- Increase ventilation in enclosed spaces.
- Implement administrative controls such as training and information on respiratory and hand hygiene.
- Minimise any direct worker contact and provide hand washing facilities, and other hand hygiene aids, such as hand sanitisers, wipes etc. that are readily accessible so workers can perform hand hygiene as soon as the work task is complete.
- Workers should wash their hands before and after using any equipment.

ISOLATE

Keep teams of worker that have to work within 2m of each other within fixed teams

- Fixed in teams e.g. do not change team members within teams.
- Using a fixed pair system if people have to work in close proximity, e.g. Internal wall Insulation.
- Allocating as many jobs as possible to the same crew in a house to reduce no. of people visiting the home. e.g. Attic, wall vents, draught proofing crew. Make crews into mini "one stop shops".
- Keep crews as small as possible.
- keep these crews separate to other workers where possible.



CONTROL

Where face to face working is essential to carry out a task when working within 2m

- Keep this to 15 minutes or less where possible.
- Consider introducing an enhanced authorisation process for these activities.
- Provide additional supervision to monitor and manage compliance.

PPE

Where it is not possible to maintain a 2m distance, appropriate PPE will be provided in line with the risk assessment (such as full overalls, face mask or visor & gloves)

- Where not possible to maintain a 2m distance, and against any sector-specific guidance, mindful that masks (RPE) are the last resort.
- Prior to donning appropriate gloves, personnel shall wash / sanitise their hands thoroughly.
- Re-usable PPE should be thoroughly cleaned after use and not shared.
- Single-use PPE should be disposed of so that it cannot be reused.

4.4 Hygiene

Our objective is to educate all crew members about the importance of good hygiene through the working day to protect against exposure to COVID-19.

4.4.1 Hand Hygiene

Washing hands with soap and water is the most effective method to prevent the spread of COVID-19. Recommended advice is to use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water is not available.

Measures to be taken:

- Employers must ensure that appropriate hygiene facilities are in place to support hand hygiene (for example providing hand sanitiser/hand wipes/hand washing facilities).
- COVID-19 Compliance Officer - daily monitoring, reporting, toolbox talks and training on how to perform hand hygiene effectively and build awareness of increasing handwashing frequency.
- All employees must complete COVID-19 induction which includes a module on "How to wash your hands".



How to perform hand hygiene effectively:

HOW TO WASH YOUR HANDS



Palm to palm



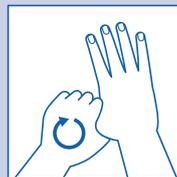
Right palm over left dorsum and left palm over right dorsum



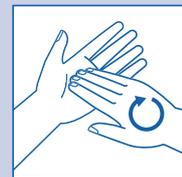
Palm to palm fingers interlaced



Backs of fingers to opposing palms with fingers interlocked



Rotational rubbing of right thumb clasped in left palm and vice versa



Rotational rubbing backwards and forwards with clasped fingers of right hand in left palm and vice versa

DO



Wash your hands properly and often



Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze



Put used tissues into a bin and wash your hands



Clean and disinfect frequently touched objects and surfaces

DON'T

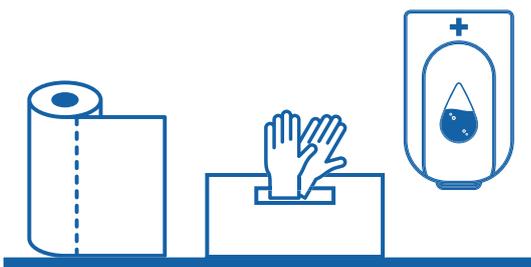


Do not touch your eyes, nose or mouth if your hands are not clean

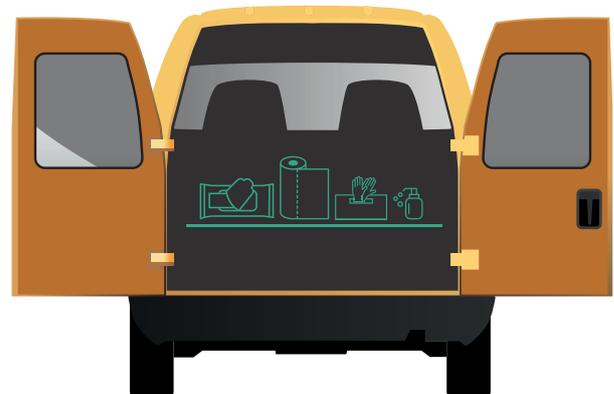


Do not share objects that touch your mouth - for example bottles, cup, etc.

Further control measures:



Hand hygiene and protective disposables in one station



All vans must be fitted out with sanitising stations and a bin for disinfectant waste and disposable PPE i.e. face masks, disposable gloves and boot covers (See Appendix 3).



4.4.2 Respiratory Hygiene

In addition to hand hygiene, good respiratory hygiene and etiquette is also necessary.

Measures to be taken:

- Employer to provide tissues as well as bins/bags for their disposal.
- Employer to establish and document a waste management procedure to ensure all rubbish bags/ are disposed of properly from the homeowners home.

Good respiratory hygiene and etiquette involves:

- Covering your mouth and nose when coughing or sneezing.
- Use of tissues and disposing of them.
- Washing hands or using a hand sanitizer every time you touch your mouth or nose.

4.5 Cleaning and Disinfection

Objective: To keep work areas in a home clean and prevent transmission by touching contaminated surfaces.

Measures to be taken:

Understanding of Terms

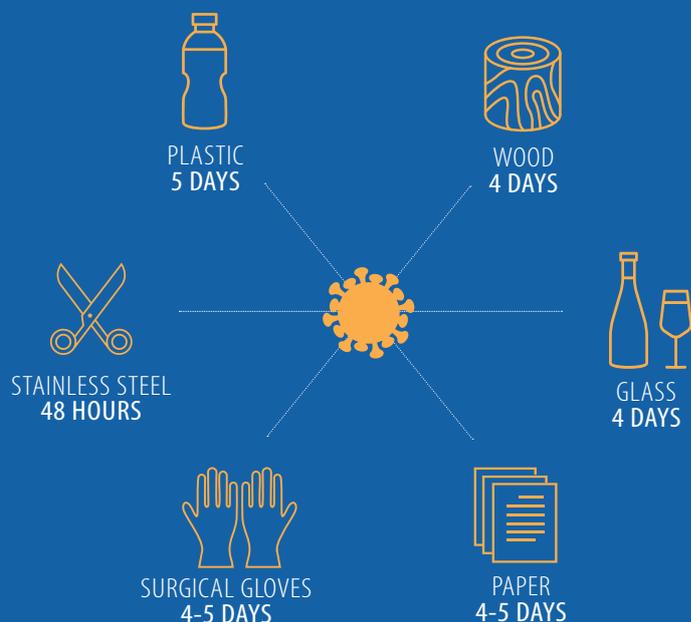
- Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
- Disinfecting works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces.

Understanding of how long Coronavirus lives on surfaces

- The coronavirus can live for hours to days on surfaces like countertops and doorknobs. How long it survives depends on the material the surface is made from. Generally, the harder the surface, the longer the life of coronavirus.
- Simple household disinfectants can kill the virus on surfaces.



HOW LONG HUMAN CORONAVIRUSES STAY ON SURFACES



- Surface disinfections with 0.1% sodium hypochlorite (diluted bleach) or 62-71% ethanol is effective within 1 minute
- COVID-19 was NOT included in this study but to date, there is no indication that SARS-CoV-2 behaves differently to other coronaviruses

Source: *J.Hosp.Infect.* 2020.01

EPI·WIN



4.5.1 Cleaning surfaces in home renovations

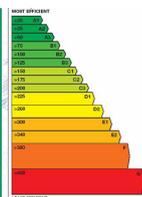
The objective of cleaning and disinfection is to prevent the possible transmission of the virus within the homeowners home by touching contaminated surfaces.

Cleaning regularly touched areas and surfaces must be conducted at regular intervals using disinfectants to kill the COVID-19 virus.

Measures to be taken:

Cleaning procedures and checklists will be put in place to prevent cross contamination, particularly in communal work areas and at touch points including:

- Door Handles
- Taps and washing facilities
- Handrails on staircases
- Lift and hoist controls
- Machinery and equipment controls



The COVID-19 Compliance Officer/Management will appoint a designated member of the crew for cleaning and disinfecting regularly touched areas, contact points and surfaces within the homeowner's home.

The crew member responsible for recording time and date on the cleaning record sheet (pen not be shared).

There shall be enhanced cleaning for busy areas.

The person assigned to clean the area and agreed contact points should avoid touching their face while they are cleaning and should wear household or disposable single use non-sterile nitrile gloves and a disposable plastic apron.

In each room where work will be taking place, floor and furniture protective film will be laid before work commences.

After the works has been carried out the person responsible for cleaning will clean the environment and all surfaces /touch points in the room using disposable cleaning cloths and a household detergent followed or combined with household bleach.

Household detergent or soap should be used first for cleaning, and then, after rinsing, household bleach should be applied.

Once the room has been cleaned and disinfected the person responsible for cleaning will:

- Remove their apron and gloves and discard into the waste bag along with cleaning cloth
- Wash their hands
- Update the cleaning record sheet with date and time
- Request COVID-19 officer inspect and sign off the cleaning of the room

All waste associated with the cleaning will be placed in a plastic rubbish bag and tie when full.

The plastic bag will then be placed into a second bin bag and tie it and placed behind the van for proper disposal in the normal domestic waste bin.

Cleaning checklist will be updated and signed off by the person who cleaned the room and the COVID-19 Compliance Officer.

COVID-19 Compliance Officer will also ensure that waste is removed in accordance with waste management procedures and belongings from the work area at the end of the day.

4.5.2 Cleaning and Disinfection for work vehicles

The following are general guidelines for cleaning and disinfecting of work vehicles.

At a minimum, clean and disinfect commonly touched surfaces in the vehicle at the beginning and end of each day.

Ensure that cleaning and disinfection procedures are followed consistently and correctly:

For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application.



For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect using alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

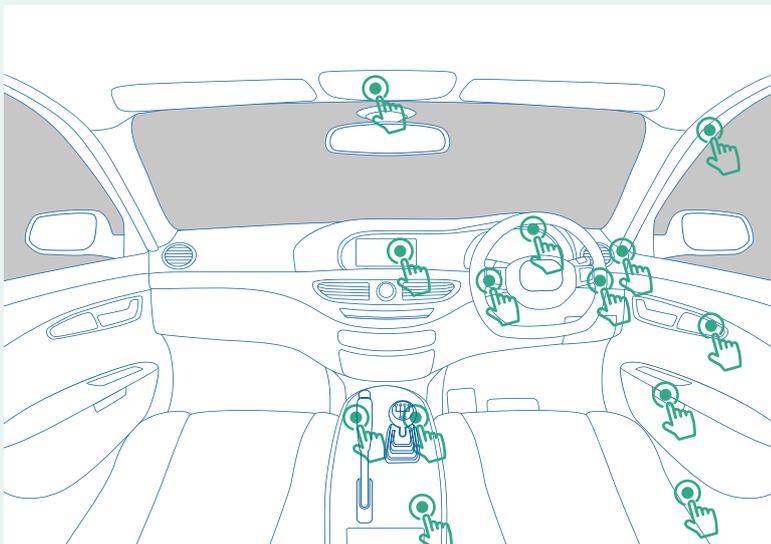
Cleaning touch points in a vehicle:

- | | | | |
|--------------------------|----------------------|--------------------------------|----------------------|
| 1 Exterior door handles | 11 Horn | 21 Log book | 31 Fuel cap |
| 2 Frame of door and roof | 12 Control stalks | 22 Central storage compartment | 32 Wheel valves |
| 3 Interior door release | 13 Driver air vents | 23 Cupholders | 33 Boot lid |
| 4 Window switches | 14 Dashboard | 24 Rear-view mirror | 34 Parcel shelf |
| 5 Interior door handle | 15 Power button | 25 Interior lights | 35 Boot floor tab |
| 6 Door pocket | 16 Gear shift | 26 Grab handle | 36 Boot close button |
| 7 Seatbelts | 17 Multimedia screen | 27 Key | 37 Bonnet lid |
| 8 Seatbelt clips | 18 Central air vents | 28 Head rests | 38 Washer cap |
| 9 Seat adjust buttons | 19 Heating controls | 29 Seat pockets | 39 Dipstick |
| 10 Steering wheel | 20 Glovebox | 30 Rear central tab | 40 Oil cap |

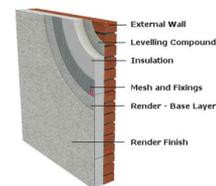
Doors and windows should remain open when cleaning the vehicle.

When cleaning and disinfecting, the crew member should wear disposable gloves.

Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available



- **Steering Wheel**
- **Gearstick**
- **Handbrake**
- **Door Handles**
- **Radio & Infotainment Controls**
- **Steering Column (Indicators, Windscreen Wipers, Cruise Control)**
- **Elbow Rests**
- **Seat Position Controls**



Cabs and touch points of site vehicles and be thoroughly cleaned and a cleaning regime by the COVID-19 Compliance Officer to be maintained.

Cleaning touch points for bead truck:



4.5.3 Cleaning tools and equipment

The objective of cleaning and disinfection of tools and equipment is to ensure proper sanitising to prevent cross contamination.

The following are general guidelines to consider for minimising exposure from using shared hand tools and equipment:

- Communicate the "cleaning tools and equipment protocols" for proper hygiene and cleaning to ensure all workers are aware of expectations.
- Plan for enough tools to be on site (as is practical) so each worker does not need to share.
- Identify commonly shared tools with a colour coded sticker and store these in a separate toolbox.
- Recommend daily cleaning of unshared tools and regular cleaning of shared tools immediately after use throughout the day, and at the start of the day before use.
- Recommend use of gloves as practical.

Regular tool cleaning to be completed by using a soap and water solution, or a commercially available disinfecting hand towel wipe, or by a disinfecting wash.

When a worker has been discovered to have symptoms of COVID-19, the tools and equipment that the worker recently used should be isolated from further use, cleaned, and disinfected.



Isolate tools and equipment by sticking a red sticker on them so as to:

- Identify tools and equipment that the worker was recently using.
- Isolate these tools and equipment for cleaning and disinfecting.
- Use PPE such as gloves and coveralls to move the tools and equipment, and wash or dispose of the PPE after use.

Cleaning and disinfecting

- Identify who will clean and disinfect tools and equipment.

How to clean and disinfect tools and equipment

1. Wear PPE such as waterproof gloves for your hands and face shield and mask to protect your eyes, face, and mouth.
2. Wear coveralls to protect your clothing.
3. Make sure all power is off and disconnected on power tools and equipment.
4. Clean surface with soap and water to remove all visible debris and stains.
5. Follow labelled instructions and safety data sheets on all containers of cleansing products used.
6. To disinfect, typical recommendation is to allow surface to remain wet for 5-10 minutes. Rinse thoroughly, and air dry.
7. Remove disposable PPE and discard in line with waste management procedure.
8. Remove coveralls and place in a bag for washing as per laundry procedure.
9. Wash your hands after removing all PPE in line with hand washing procedure.

4.5.4 Laundry

The workforce should wash all work clothes at the highest temperature that the material can stand.

Clean all surfaces around the washing machine and wash hands thoroughly after handling dirty laundry.

Tumble dry items and iron using a hot setting or steam iron.

Wear household or rubber gloves when handling dirty laundry and hold the items away from the body.

Wash hands after handling dirty laundry, whether gloves used or not.

4.5.5 Waste Management

Workforce should use plastic bags for collecting rubbish including used tissues, gloves, masks and overalls.

Dispose of rubbish bags when three-quarters full by tying the bag. Place the first bag in a second bag and then tie.

Once the bag has been tied securely, leave it in the back of van and return to yard for disposal.

The bag should be left in a designated area in the yard and kept safe for three days before putting out for collection by a waste company.

5. PPE



COVID-19 needs to be managed through physical distancing, hygiene and fixed teams or partnering. Personal protective equipment while important is the last line of defence.

Personal clothing worn during retrofit works should be treated as a potential source of exposure. We are recommending that crew wear coveralls for duration of the works.

Crew carrying out external works are not required to wear coveralls for the duration of the works.

All coveralls are to be disposed after single use.

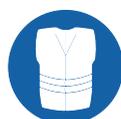
Other homeowner site visit PPE requirements are recommended as follows:



Boot Covers



**Foot
(BS EN 345-1)**



Hi-vis vest



**Hand
(BS EN 388)**



**Eye
(EN166)**



Face Mask OR



Face Shields

- All work personnel will don their PPE before entering the homeowner house.
- Never reuse masks or gloves.
- Ensure that all personal protective equipment (PPE) are provided and are worn strictly in accordance with HSE/ CIF Guidelines.
- All PPE including safety boots, goggles, hi-vis must be wiped down before and after entering the residence.
- New face masks/coverings and gloves must be applied for each household.

Disposable Gloves

- Our recommendation is not to wear disposable gloves in place of washing hands. The virus can get on gloves in the same way it gets on hands. Also, hands can become contaminated when gloves are taken off.
- Disposable gloves are worn in medical settings. They are not as effective in daily life. Wearing disposable gloves can give a false sense of security.
- **A crew member might potentially:**
 - Sneeze or cough into the gloves – this creates a new surface for the virus to live on.
 - Contaminate themselves when taking off the gloves or touching surfaces.
 - Not wash their hands as often as they need to and touch their face with contaminated gloves.
- Gloves should be replaced at minimum after each house visit and disposed of accordingly (Please see Appendix 5 on how to don and remove disposable gloves).

Face Masks/Coverings

- Employees will be issued with facemasks/coverings when physical distancing (staying 2 meters apart from people is not possible).
- Please see appendix 4 for how to put on, use, take-off and dispose of face masks.



6. TRAVELLING TO AND FROM WORK

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

It is important to note that where a worker exhibits any signs of COVID-19 or has been exposed to a confirmed case, they should not travel to work.

Measures to be taken:

- Wherever possible, workers should travel to site alone using their company vehicle or their own means of transport.

Physical Distancing in Vehicles

- Physical distancing is advised when travelling in vehicles to/from work.

Suggested arrangements are as follows:

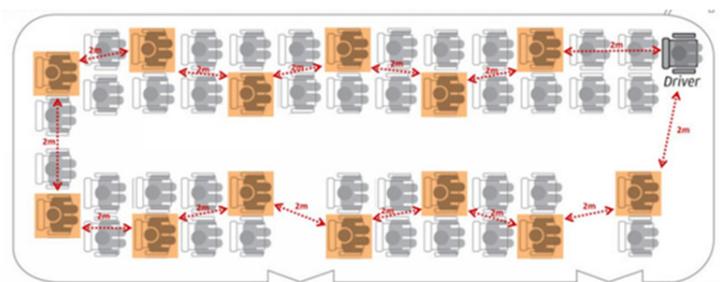
- Single occupancy of vehicles is preferable.
- Sit as far apart as the vehicle allows.
- It is advisable to limit the “churn” of people travelling together (i.e. try to ensure the same crew members travel and work together day after day after day).
- When entering (and leaving) all vehicles the driver should clean all common areas that are liable to be touched including the external door handles, keys and other internal furnishings.
- Keep windows at least partially open.
- Keep personal items (PPE, clothes, lunch boxes, etc.) separate.
- Wiping/cleaning down of contact points should be done using antibacterial wipes or a wet cloth with soap application, or equivalent
- Carry hand sanitiser (at least 60% alcohol) and use it regularly throughout your journey.
- Clear flexible cab dividers velcroed to the inside of the cabs are an option to help prevent the spread from driver to passenger.

Recommended Maximum Road Vehicle Seating Arrangements

Number of seats	Maximum number of occupants	Seating arrangement
2	1	1 driver
3	2	1 in the driving seat 1 in the far passenger seat
5	2	1 in the driving seat 1 in the far passenger seat

6.1 Commuting to work by Public Transport

All personnel are encouraged through safety briefings to observe physical distancing when utilising public transport on the way to work.



Always sit 2 meters apart where possible



7. COVID-19 COMPLIANCE OFFICER



COVID-19 Compliance Officers will be appointed within each work crew to monitor COVID-19 procedures to ensure they are being followed as all times.

Responsibilities:

- Monitor day to day the site activities to ensure physical distancing of 2 meters between all personnel onsite (with the exception of planned close working).
- In instances where there is any area of non-compliance, report to site management and ensure these are addressed.
- Monitor day to day the site activities to ensure hygiene rules are being maintained.
- Wear a clearly identifiable high viz vest with COVID-19 Compliance Officer written on them.
- Ensure compliance to the 2m physical distancing rule.
- At all times promote and coach good hygiene practices to all personnel onsite.
- Ensure regular cleaning of welfare facilities, handrails, door handles, etc. is undertaken.
- Ensure hand wash liquid/soap and hand sanitisers are replenished as required.
- Ensure site personnel are adhering to staggered break time schedules.
- Ensure risk assessments, time sheets and works order sign off is completed.
- Informing site management if there is a confirmed case or if they have been made aware of an individual with COVID-19 symptoms.
- Isolating an individual with symptoms in a segregated area away from other personnel.
- Following site protocol for individuals with COVID-19 symptoms. (i.e. send home, inform them to contact GP).
- Assisting in contact tracing should there be a confirmed case of COVID-19.



8. WELFARE FACILITIES



8.1 Provision of welfare facilities at short term work sites

The provision of adequate welfare facilities at short term work sites will be the responsibility of our members.

The use of toilet facilities in the homeowner's dwelling is not an appropriate alternative at this time.

So far as is reasonably practicable' members will be required to provide suitable portable welfare facilities. The below table gives an indication of the options available to our members:

1. On-site portable toilet with a sealed tank.
2. Suitably designed vehicle incorporating a chemical toilet.

8.2 Welfare Breaks

- The workforce should be asked to bring pre-prepared meals and refillable drinking bottles from home. In all situations, workers should sit at least 2 metres apart from each other whilst eating and avoid all contact.
- Breaks should be taken in open air (weather permitting).
- Hands should be washed before and after eating.



9. HEALTH SCREENING/EMPLOYEE MONITORING

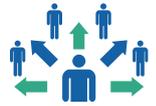


Protocols for Health Screening are based on the most up to date Department of Health and HSE guidelines. Health screening includes pre-return screening, daily temperature testing and continuous monitoring of symptoms and contacts of the workforce.

All employees of service providers will have their temperature taken daily, any employee with a temperature over 37.3 is asked to isolate at home until a COVID-19 test has been completed.

If found positive, they will continue to isolate for at least 14 days.

10. CONTACT TRACING



All service providers employees to play their part in assisting the HSE in the contact tracing task by keeping record of personnel they come into contact during work and outside of work.

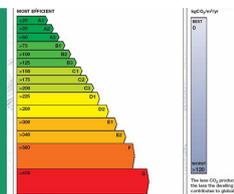
Ensure all time sheets are completed daily. This can be carried out by worker time sheets, risk assessment sign-off or works order sign-off. This will be the responsibility of the COVID-19 Compliance Officer.

11. CREW PAIRING SYSTEM



Work crews must work with the same partner every day. The Crew Pairing System is where two individuals, the "buddies", operate together as a single unit. The crew pairings will travel to and from work together and carry out works together.

The pairing system is about reducing interactions and limiting the potential spread of the virus. If one crew member was to get the illness, then it will only be their colleague who will have to go into self-isolation.



12. SUSPECTED CASE OF COVID-19 IN THE WORKPLACE

12.1 COVID-19 Response (Worker displaying symptoms of COVID-19)

While a worker should not attend work if displaying any symptoms of COVID-19, the following steps outline how a member should respond and also deal with a suspected case that may arise during the course of work.

Appoint a COVID-19 Compliance Officer and Response Team for the office.

In the event of a suspected case arising in work, the **COVID-19 Response Team** should be contacted immediately.

Workers should leave the homeowners dwelling and self-isolate within their company vehicle. The **COVID-19 Response Team** should assess over the phone whether the unwell individual can immediately be directed to go home and call their doctor and continue self-isolation at home. Where the worker is assessed as being not fit to drive home, the **COVID-19 Response Team** will arrange transport home or to hospital for medical assessment.

Public transport of any kind should not be used.

All workers should avail of;

- Ventilation i.e. window put down in the van.
- Tissues, hand sanitiser, disinfectant and/or wipes (Sanitising Station).
- PPE; gloves, masks (Sanitising Station).
- Waste bags (Sanitising Station).

In the event of a suspected case of COVID-19 for an employee working in a homeowners home, the home will be thoroughly cleaned as outlined in 4.5.1 of this guidance document.

12.2 Worker returning to work

In the event of a worker either being a suspected/ confirmed case of COVID-19 or a known "close contact" with a confirmed or suspected case, this protocol must be followed to ensure they are fit to return to work by means of selfdeclaration^[1].

Fitness for Work should be considered from two perspectives:

1. Does their illness pose a risk to the individual themselves in performing their work duties?
2. Does their illness pose a risk to other individuals in the workplace?

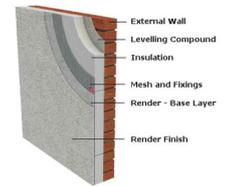
The following steps should be followed, in line with current public health advice in Ireland:

ANY WORKER DISPLAYING SYMPTOMS CONSISTENT WITH COVID-19, MUST STAY AWAY FROM WORK, SELF-ISOLATE AND CONTACT THEIR GP BY PHONE AS PART OF THE TRIAGE PROCESS.

They must also notify their COVID-19 Response Team and Employer. An individual will be classified as either a suspected or confirmed case, based on HSE decision to test/outcome of test.

An individual who is a known close contact^[2] with a confirmed or suspected case will be contacted by the HSE through its contact tracing process. HSE advice regarding self-isolation for a period of 14 days since their last "close contact" with a confirmed/suspected case must be followed.

An individual must only return to work if deemed fit to do so and upon approval of their medical advisor and having coordinated with their employer contact.



When an individual is symptom-free and are deemed fit to return to work, the key criteria are:

- 14 days since their last "close contact" with a confirmed/suspected case and have not developed symptoms in that time, or
- 14 days since the onset of their symptoms and 5 days since their last fever (high temperature), or
- They have been advised by a GP/healthcare provider to return to work.

The Employer should confirm the relevant criteria above with the individual and write down their responses.

^[1] Individual must self-declare their fitness for work in the absence of having a fitness for work certificate from their GP/healthcare provider. This is in acknowledgement that GP's don't currently have capacity to be issuing return to work certificates.

^[2] Close contact is defined by the HSE as spending more than 15 minutes face-to-face contact within 2 metres of an infected person/living in the same house or shared accommodation as someone infected with coronavirus.



13. DISCLAIMER

This COVID-19 Health and Safety Management Guidance document aims to give practical advice and recommendations to our members for implementing a robust COVID-19 health and safety management system. This document is required to be read in conjunction with current official advice from government, its agencies and the HSE guideline.

The use of the guidance is subject strictly to the following:

1. This document is provided to our members as guidance and does not take primacy over the advice of government, public health authorities or duties under the relevant legislation on protection of workers' health and safety.
2. The National Insulation Association of Ireland will not be liable for any losses (financial or otherwise) (direct or indirect) arising from adoption or implementation of this guidance.
3. The National Insulation Association of Ireland insists that each of our members are required to make themselves aware of Government Protocols, namely the Return to Work Safely Protocol. Members are also responsible for carrying out a full and comprehensive risk assessment of their own business activities to ensure that all legal, contractual, safety, welfare at work and health requirements are implemented and complied with.



14. APPENDICES

APPENDIX 1

HOMEOWNER QUESTIONNAIRE/SELF-DECLARATION

Question	Y	N	If Yes to the question across	Y	N
Are you (H/o) or any of your family in a vulnerable Category (Elderly? underlining condition?)			Have you any objection to Company carrying out works on your home at present? (if Yes conclude and note when to recontact)		
Can the vulnerable person be isolated in another room away from where our operatives are working?			Thank them and continue with the questionnaire.		
Are you or any of your family in isolation at this moment?			Thank you for your time we will be in contact in the future. (note when to recontact) (2 weeks)		
Have you or any of your family travelled back from abroad recently or been in contact with anyone who has returned to Ireland recently?			Are they in isolation in this property or in another property? (if Yes conclude and note when to recontact) (2 weeks)		
Has anyone in your home had a positive test for COVID-19?			Ask for an update on the persons wellbeing bearing in mind to be both sympathetic and business like. (HSE guidance)		
Is anyone in the property showing the signs of flu like symptoms- Fever, Cough etc.?			Reassure the homeowner that we will be in contact at later stage and that they can contact us at any time to rearrange works. (note when to recontact)		
Are you or any of your family worried about us working on your property at present.?			Continue to reassure the homeowner that we will be in contact at a future time or they may contact us		
We are adhering to physical distancing while in your home for both your protection and that of our staff. Please inform all occupants of this and should anything change before our operatives enter your home please ensure to let us know.			Give details of our contact Numbers. Mobile, land line, and email		
Have you any objection to Company carrying out works on your home at present? (if Yes conclude and note when to recontact)			Reassure homeowner and arrange to contact at a suitable date.		

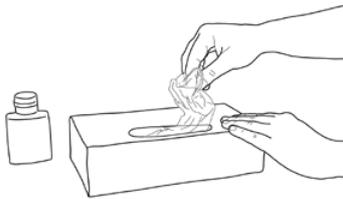


APPENDIX 2

Gloves - Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

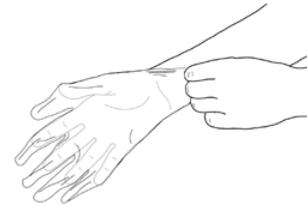
I. HOW TO DON GLOVES:



1. Take out a glove from its original box



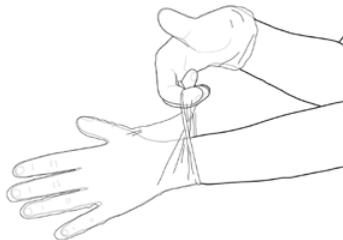
2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist

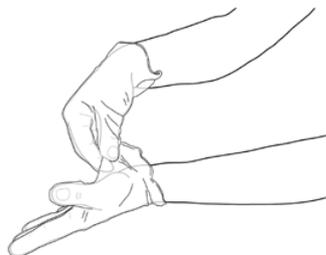


5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

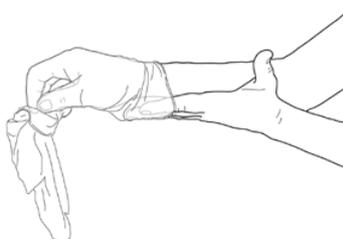


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water



APPENDIX 3



World Health Organization

How to put on, use, take off and dispose of a mask

1



Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water



APPENDIX 4

Employee General Return to Work Questionnaire/Self-Declaration

All persons returning to work must complete a COVID-19 Questionnaire / self-declaration.

It is recommended that this be completed and submitted by each worker / contractor at least **3 days** in advance of returning to works – if your health status changes at any time, resulting in an appearance of symptoms – workers should be told not to come to work and be advised to seek medical advice as soon as possible.

Declaration:

In the interests of the health & safety of the people on this site, their families and the community, we ask that you complete the following questionnaire / self-declaration.

Your co-operation and support are greatly appreciated.

You will be requested to leave the site if you answer "YES" to Questions 1,2,3,4 & 5.

Personal Details

Full Name:

Question	Yes	No	Details
1. Have you been in close contact with anyone who are confirmed with having COVID-19 virus?			
2. Do you live in the same household with someone who has symptoms of COVID-19 who has been in isolation within the last 14 days?			
3. Do you have any of the following typical COVID-19 symptoms; <ul style="list-style-type: none"> • Fever; • High temperature; • Persistent coughing, or; • Breathing difficulties / shortness of breath 			
4. Have you been advised by a doctor to self-isolate at this time?			
5. Have you been advised by a doctor to cocoon at this time?			
6. Are you defined in public health guidance as extremely vulnerable and at very high risk of severe illness from COVID-19 because of an underlying health condition?			
7. Have you returned to the island of Ireland from another country within the last 14 days?			
If 'YES', where?			

Declaration:

In signing this questionnaire, you confirm that the information provided is true to the best of your knowledge and current condition. You commit to advising the Site Management Team and exclude yourself from site if your situation or condition changes (i.e. if in the future you would answer Yes to any of the above questions).

Signature:

Date:



APPENDIX 5

Return to Work Guidance Sign-Up/Self-Declaration

Company Name:	
Company Contact Details:	
Contractor ID:	

Declaration:	
<p>I, the undersigned, have read, understand and agree to abide by the advice and guidance given in this document. A copy of this signed document will be filed by the contractor in the relevant Safety File to ensure traceability.</p>	
Name (Block Capitals):	
Signature:	
Date:	
Witnessed By (Block Capitals):	
Signature of Witness:	
Date:	



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