

## SECTION 10: SALES AND CUSTOMER SERVICE



## SECTION 10: INDEX

### SALES AND CUSTOMER SERVICE

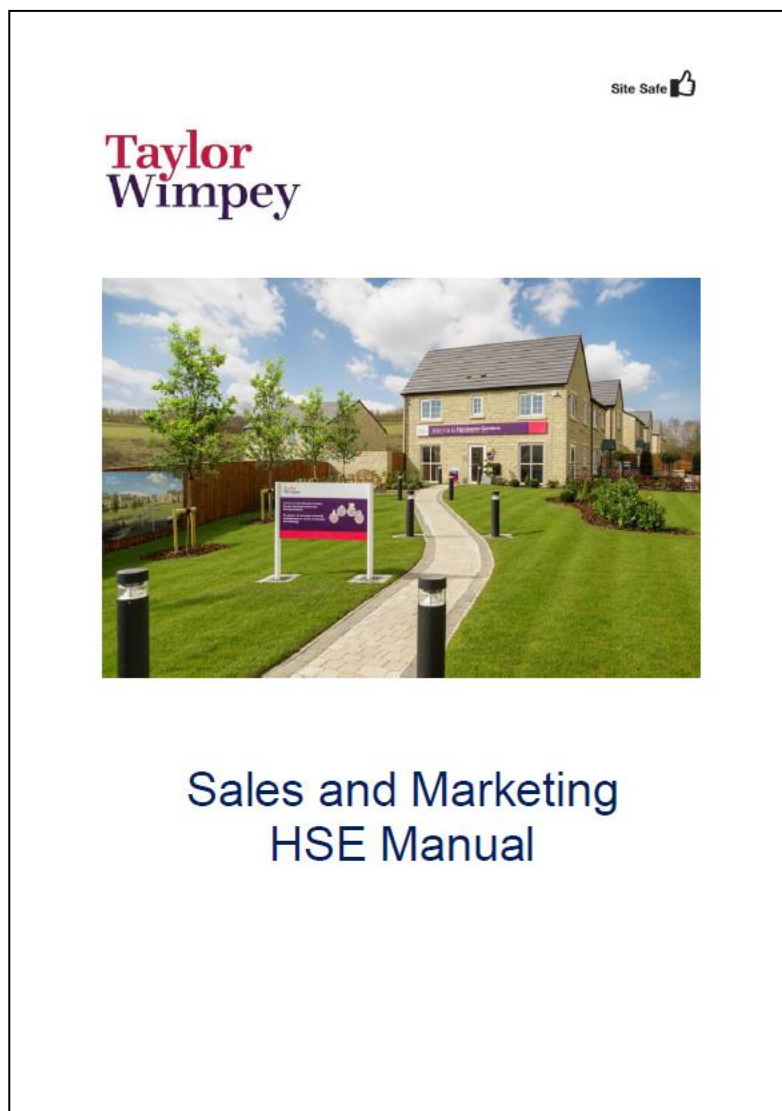
10.1	<b>SALES AND SHOW AREA SAFETY</b>	P3
10.1.1	INTRODUCTION	P3
10.1.2	INSTALLTING SALES SIGNAGE AND FLAGPOLES	P4
10.1.3	TEMPORARY SALES AREAS	P5
10.1.4	USE OF GENERATORS IN SALES CENTRES	P5
10.1.5	KEY ARRANGEMENTS FOR SAFETY IN SALES/SHOW AREAS	P6
10.1.6	KEY SALES/SHOW AREA SAFETY INSPECTION/APPRaisal	P8
10.1.7	ROUTINE HOUSEKEEPING AND MAINTENANCE	P9
10.1.8	RISK OF SLIPPING	P9
10.1.9	WINTER WEATHER	P10
10.1.10	UNSTABLE ITEMS	P10
10.1.11	THE FIXING OF HEAVY OR BULKY ITEMS	P11
10.1.12	KITCHEN HOBS AND OVENS	P13
10.1.13	GAS APPLIANCES	P14
10.1.14	CUSTOMER ACCESS TO PLOTS	P16
10.2	<b>CUSTOMER SUPPORT OPERATIONS</b>	P17

## 10.1 SALES AND SHOW AREA SAFETY

### 10.1.1 INTRODUCTION

**Note** that the sales team have their own HSE Procedures Manual, the **Sales and Show Area HSE Manual**.

This section of the Site HSE Manual covers the specific arrangements where Site Management have an interface with the safety of our site-based Sales Teams and customers. The following sections set out the arrangements for ensuring their safety.



### 10.1.2 INSTALLING SALES SIGNAGE AND FLAGPOLES



The Site Manager must be in control of the installation of a Sales Area including any signs and flagpoles as they would for any other activity on their site.

#### Contractors must:

- report to the Site Manager before starting works on site.
- provide their Risk assessments and, where appropriate, safety method statements for the work.
- provide any applicable training certificates for specialist plant and equipment, e.g., lifting plant; cable avoidance tools; and
- complete any Authorities to Proceeds required, e.g., for Excavations /Ground Penetration.

**Note:** Only single ply flags can be used in combination with the two-piece flagpole. A heavier flag (e.g., 3 ply flag) can only be flown on the more robust one-piece GRP pole.

### 10.1.3 TEMPORARY SALES AREA



Prior to the delivery of a temporary carried out by the Marketing Suite supplier and a report discussed with the Site Manager detailing:

- the ground conditions.
- any site hazards, e.g., overhead cables, trees, man-hole positions, etc.; and
- Lifting arrangements.
- sales office, a site survey must be

On delivery of the suite, the lifting plan and task specific risk assessment must be reviewed with the Site Manager.

The removal/collection of the sales office must be assessed in the same manner.

### 10.1.4 USE OF GENERATORS IN SALES CENTRES

Where a generator is being used for power, ensure that it is positioned for ease of access for refuelling and maintenance and with the exhaust outlet directed away from the sales office.

If there is any suspicion of the presence of fumes in the office, it must be switched off immediately and the supplier contacted to arrange a check. Any signs of excessive noise, vibration or smoke from the generator should also be reported to the supplier immediately.

For the specific measures for setting up a diesel generator for the sales area see [Section 2.4.2](#)).

### 10.1.5 KEY ARRANGEMENTS FOR SAFETY IN SALES / SHOW AREAS

When constructing and fitting out a TW Sales and Marketing Suite the following must be in place for the safety and security of our sales staff and visitors:

#### External access

Good lighting and visibility to see customers approaching and safely lit footpaths and clear access to parking. Consider allocating parking for disabled customers. Low-heat lamps must be used.

#### Secure entry intercom system

A secure entry intercom system is required for controlled entry for inner city site show apartments, etc. where clear visibility is not available to Sales Executives, e.g., entrance door located a distance away from or on a different floor from the sales desk (requirements to be determined by the specific Sales Area Risk Assessment and Safety Appraisal).

#### Secondary safe exit (or safe haven)

A Secondary safe exit must be provided to avoid having only one exit and no protected area in case of potential attack. This comprises of an emergency exit, e.g., to a rear garden with unobstructed egress, must be well lit and not allow an easy entry route for others. The exit must not be locked and allow for an immediate exit if required. The emergency and secondary exit must be fitted with emergency push bar or similar to ensure speedy exit in an emergency (e.g., potential attack or fire). Emergency exits, garden gates etc. which are used on an emergency route must open in the direction of travel.

Where a secondary exit is not possible, there must be a safe haven provided with a strengthened door, internal lock, telephone (preferably landline) and the emergency contact list displayed to obtain assistance.

Note: A safe haven is only allowed where a secondary emergency exit is not possible. (This would have to be demonstrated at the sales area appraisal).

#### Telephones

Mobile phones must be provided where telephone lines are not yet available (reception to be checked).

## Alarms

All Sales Executives to have a Microguard Personal Alarm. In some cases, e.g., isolated / problem area, there may also be a remote panic button linked to the sales area external alarm. (A generator with adequate battery back-up may also be required.) If no on-site site presence or occupied properties on the site, then the Microguard personal alarm or monitoring system must be linked to a monitoring station or the sales area double manned (reception to be checked).



## Risk locations

Consider internal dummy cameras for high-risk locations. In high-risk areas, e.g., inner-city problem areas, operational CCTV must be considered. However, other arrangements, such as alarms linked to a monitoring station, can provide greater security and reviewed as part of the sales centre assessment. Also consider double manning. Laptops, valuables, etc. must be kept out of sight when not in use.

## Welfare facilities

Suitable welfare facilities must be provided for sales staff, including lockable storage for Sales Executive's valuables. These can include a mobile unit, which is suitably equipped, maintained and connected to water and electricity. ('Portaloos' are not suitable as a permanent WC solution.)

## Coded message

A system to be set up with the Site Manager / security staff / or other appropriate person, to obtain assistance if they are concerned about any visitor.

NOTE: If you are alerted by sales via a coded message, you must make your way to the sales area as soon as possible. On arrival, carefully assess the situation and where necessary provide support to the sales staff to stabilise any potentially threatening scenario.

## Site security guards

Site security guards to maintain regular contact with the site-based Sales Team. When the construction area is closed, arrangements must be in place for the security guards to patrol the sales area at regular intervals.




## 10.1.6 KEY SALES / SHOW AREA SAFETY INSPECTION / APPRAISAL

### NEW SALES AND SHOW AREA APPRAISAL

Before any new sales / show area (temporary or permanent) is made operational, a Sales Area Risk Assessment Safety Appraisal must be carried out. The Sales Director / Manager must make the necessary arrangements for this with the attendance of:

- Sales Director or Sales Manager
- Sales Executive
- Site Manager (where available on site); and
- Regional or Site HSE Advisor.

A: SALES AREA RISK ASSESSMENT AND SAFETY APPRAISAL			
<small>Note: Completed by the Sales Director/Manager, with the assistance of the RHSEA/SHSEA, during the establishment and sign-off of any show area/show home prior to the area being opened to the public.</small>			
1.1 SITE:		DATE:	
Location of Sales Area:			
Proposed No. of Sales Staff:			
Proposed Days/Hours Open:			
Ref	Item Checks	Y/N	Action Required
<b>2.0 External Area – Car Park, access routes, landscaped areas and gardens</b>			
2.1	Car park: • adequate directional signage for customers; • no vehicular / pedestrian blind-spots; • no obvious trip hazards; and • adequate external lighting (particularly during winter).		
2.2	Access routes: • clearly visible and well lit; and • suitable tread surface with no obvious trip hazards.		
2.3	General external areas e.g. gardens/ landscaped areas: • stability of any free standing items (e.g. large stone statues, planters, etc.); • if water features - measures in place to prevent ponding (i.e. pebbles or mesh frame); • no 'spikes' to top of metal fences (either 'ball-top' or hooped rails to be used); and • no finger traps in metal gates, check gaps between the gate and hinge post.		
2.4	If generator in use, does it meet TW requirements re control of fumes, noise, fuel storage, etc. (Refer to Production for reference to the Site HSE Manual section 3.1.12.)		
<b>3.0 Sales Centre / Office / Show homes</b>			
3.1	Entrances: • threshold heights, gradients adequate for 'access to all' and no obvious trip hazards; and • suitable water-absorbent mat provided at entrance, especially if polished floor surface e.g. tiles.		
3.2	Appliances (including gas fires): • CO monitors installed in each room where there is a gas appliance; • appliances have been tested; • service arrangements in place; • service sticker applied to any gas boiler; and • potential hot surfaces – i.e. electric or gas hobs and ovens disarmed.		
3.3	Emergency Equipment: • appropriate fire fighting equipment; and • fire escape signage (if applicable). Include within sales areas: • telephone available; • First aid kit; and • specified HAS signs displayed.		

- The Sales Director / Manager is responsible for confirming that the Sales / Show Area is ready for opening using the [Sales Area Risk Assessment and Safety Appraisal](#), available on 
- Any issues identified must be closed out prior to the Sales/Show Area opening.



### 10.1.7 ROUTINE HOUSEKEEPING AND MAINTENANCE

Before any contractor or operative carries out any work in the Sales/Show Area, the Sales Executive must ensure that the Site Manager has been made aware and given the opportunity to review and agree their proposed safe system of work. The Site Manager must subsequently arrange for periodic checks to be made that the work is being carried out safely.

While some maintenance operations must be carried out by qualified operatives, – e.g., electrical and gas related works, some tasks such as changing bulbs, can be carried out by the Sales Executive if they have been briefed on the safe way of carrying out the routine maintenance task, e.g. safe use of steps, light switch, etc.

### 10.1.8 RISK OF SLIPPING

To protect Show House floors, and control the risk of slipping, the dirt and moisture being brought in on visitors' feet needs to be minimised as follows:



- Access paths to be kept clean and tidy (extra diligence required where snow and ice require rock salt to be used).
- Overshoes not to be supplied and visitors not to be asked to remove their shoes.
- Hard flooring at entrances must be checked regularly during wet weather and any surface water mopped up immediately (extra diligence required where snow and ice requires rock salt to be used); and
- Suitable mats placed at entrances, i.e., that efficiently remove dirt and moisture, must be provided and maintained. (If the mat is not inset, it needs to be non-slip, e.g., rubber backed to prevent slippage on timber or tiled floors, etc.)

### 10.1.9 WINTER WEATHER



The footpaths and parking areas to our sales areas are regularly used by our site-based sales teams, customers and visitors and it is our responsibility to keep them clear and safe, especially during the winter months where there is a risk of snow and ice build-up. The following measures must be followed to minimise the risk of slipping on external show area footpaths and car parking areas:

- Arrangements put in place by the Site Manager to define the responsibility for daily inspection of footpaths and sales parking areas to ensure the surface is clear of debris, snow and ice. The inspection must be undertaken as soon as possible each day, well before opening time to ensure the grit has time to take effect. The inspection and any action taken is recorded in the site diary.
- All sites must make provision for holding a stock of rock salt. A suitable bin to be located near or adjacent to the sales area to allow immediate gritting of the footpaths, etc. where necessary.
- The need for any water feeders for grass and plants must be assessed during the winter months and disconnected if possible. If required, ensure that the water spray and any run-off does not adversely affect the safe use of the footpaths or car parking areas.

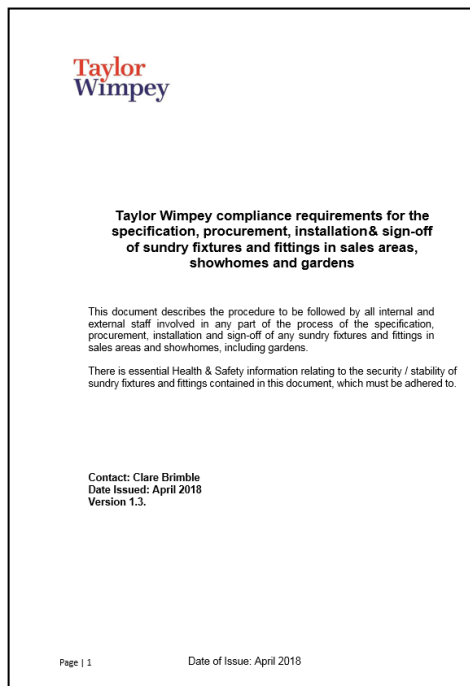
As the sales areas are generally open over the weekends and holiday periods, the measures above must be maintained throughout this time, especially during adverse weather e.g., winter conditions. The Site Manager must delegate the responsibility for the inspection and (if necessary) clearing or gritting the sales area footpaths and parking areas.

### 10.1.10 UNSTABLE ITEMS

There must be no potentially unstable items, such as: temporary promotional displays, large / heavy free-standing candle holders that have the potential of being knocked over by children.

### 10.1.11 THE FIXING OF HEAVY OR BULKY ITEMS

In TW's sales areas and show homes, including gardens, there are items that are often specified and supplied by others, e.g., show home interior designers. These are often fixed by the designers or their subcontractors and not under the direct control of the Site Managers. There is a significant risk that heavy, bulky or breakable items that are not fixed securely could cause injury to visitors or staff, particularly children who may pull at, knock or attempt to climb on them.



Sales Directors and Show Home Designers / Contractors must follow the procedures laid down in the [Taylor Wimpey Compliance Requirements for the specification, procurement, installation & sign-off of sundry fixtures and fittings in sales areas, show homes and gardens](#) (available as [Sundry Fixtures and Fittings](#) from [in House](#)).

A copy of the requirements must be supplied to all designers and installation companies involved with the fit-out of show homes or sales areas and an acknowledgement of receipt should be obtained by the Sales Director.

If there is any doubt, contact the Site Manager.

The type of items that are commonly installed and which the security of the fixing needs to be considered, include:


- Solid and modular fireplace surrounds
- Mirrors (especially heavy and low hanging)
- Pictures (especially heavy and glazed)
- Shelves (especially if to be used for supporting heavy objects).
- Light Fittings
- Large ornaments
- Wall mounted heaters ("low heat" type)
- Tall freestanding furniture
- Flat screen televisions, whether wall hung or "free standing"
- Garden ornaments and statues; and
- Curtain poles and blinds (see also the [British Blinds and Shutter Association \(BBSA\) Make It Safe](#) leaflet, available on [in House](#))



In a sales office, a 5yr old went to get some games/toys from the cupboard under the free-standing LCD TV (see picture). The child pulled on the doors and the TV fell on top of them. An anti-tip TV strap should have been fitted.



In a show home back garden, a child was spotted tugging at the unsecured statue. Toppling was prevented just in time. The tall / heavy item should have been secured to the ground.

Fire Surrounds, especially heavy stone ones, are a particular danger if not adequately fixed to the wall. Children have died because of being crushed. These must be thoroughly inspected and checked on installation and regularly thereafter. See the Stone Federation's Data Sheet 'Fireplace Surrounds (2013)' for further details (available on  in House).

### 10.1.12 KITCHEN HOBS AND OVENS

Gas or electric ovens or hobs can pose a risk of inadvertently being turned on or engaged when we have visitors, including children, visiting, and viewing our show homes, therefore:



Gas or Electric Ovens and Hobs should not be connected/commissioned until the plot is being prepared for handover to a customer.

Note: the final commissioning check must be done after all internal works are complete.

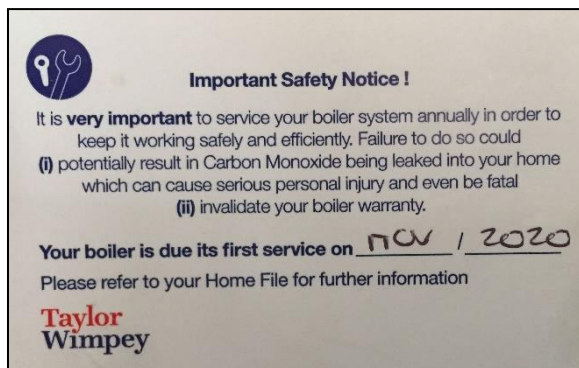
### 10.1.13 GAS APPLIANCES

All Stock Plots and Show Homes (including show apartments) must have an annual inspection/service of all gas appliances, including any boilers and their associated flue systems, gas hobs and ovens and gas decorative fires.

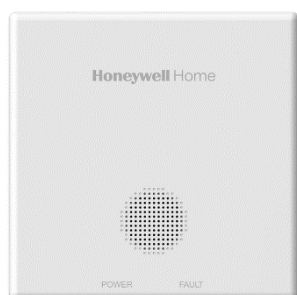


Gas appliances to be serviced:

- When first commissioned.
- Before handover to a client if more than 3 months since the last service
- Annually if still not handed over.
- Sticker affixed to the boiler cabinet, reinforcing the requirement for annual servicing (as a minimum) and date of next service.



## CARBON MONOXIDE (CO) ALARMS



All properties with gas fittings must be fitted with Honeywell R200 CO Alarm(s) in accordance with the latest manufacturer's instructions. Each room with a gas fitting - boiler, cooker, or fire - must be fitted with its own alarm

Alarm Located	Alarm NOT Located
<ul style="list-style-type: none"><li>• Wall mounted</li><li>• Above any door or window opening</li><li>• At least 150mm below the ceiling; and</li><li>• Within 1 to 3m horizontal distance of the appliance.</li></ul>	<ul style="list-style-type: none"><li>• in a store/cupboard</li><li>• directly above a sink/cooker</li><li>• next to a door/window or anywhere that could be affected by draughts</li></ul>

Note: it is the gas safe engineer's responsibility to determine the correct location for CO alarms. The Site Manager must ensure that the gas engineer has been consulted re location.

During 'familiarisation' the Site Manager will demonstrate to the customer how the alarm is tested and emphasise the importance of regular testing.



### 10.1.14 CUSTOMER ACCESS TO PLOTS


‘Meet the Builder’ (Site Manager) meetings must be strictly controlled by the Site Manager to ensure the safety of the customers. During visits to construction areas customers must wear appropriate PPE and sturdy footwear. They must always be accompanied by the Sales Executive or Site Manager. Sales Executives must not permit customers to access the build area unaccompanied at any time.

### PLOT ACCESS

PLOT STATUS - HEALTH AND SAFETY CONFIRMATION				
Sales Address:				
Site Manager :			Sales Executive(s):	
Plot Number(s)	Status (see notes below)			Comments
	1	2	3	
Comments:				

The Sales Executive is responsible for completing the **Plot Status – Health and Safety Confirmation** with the assistance of the Site Manager each week. No access is permitted without the completed form in place. A copy of the Plot Status report is to be retained by the Sales Executive.

## 10.6 CUSTOMER SUPPORT OPERATIONS

Customer Support Operations are covered by the [Customer Service HSE manual](#) which can be found on House.

Customer services instruct works

Where the customer services teams instruct works on a live development, they will follow the procedures detailed in the [Customer Service HSE manual](#) to ensure that.

- Competent contractors are appointed.
- Risk assessments and other vital documents are in place.
- High risk works have been approved by the RHSEA.

The customer services team will inform you of any works they have planned on your development.

Site manager instructs works

Where the production team instruct works in a customer's plot on a live development, the following must be in place.

- Only contractors already working on the development may be used to complete the work.
- All works must be carried out in full accordance with the requirements of each section of the site HSE manual.
- Contractors risk assessments must be updated to consider working within a lived-in plot/ environment.
- Consider vehicle movements and update your TM plan. If the site telehandler will be used, update the S series risk assessment.
- The site management team must ensure the works are adequately supervised and monitored.