



COVID19 Protocols.

Guidance for Working Memorial Masons

NAMM recognise the importance in maintaining a safe respectful environment within our cemetery grounds which are maintained for the benefit of all and work hard to provide support and guidance for all those ultimately responsible for burial ground safety.

Memorial masons provide essential services such as the removal and storage of memorials which enable additional burials and also being on hand to repair or make safe hazardous memorials and providing expert professional guidance when required.

In recognition of the added responsibilities being imposed due to Covid19 and to reinforce our support and assistance for all memorial masons and Burial Authorities in the undertaking of our combined services the following guidance and declaration has been prepared.

This document confirms that you the memorial mason will still be available for the removal and storage of memorials as normally required for enabling additional burials and for other HSE remedial work such as re fixing memorials and making memorials safe. Your intent is to continue providing this essential service and will do so in strict accordance with the guidance as set out below.

WHEN WORKING IN BURIAL GROUNDS

- Provide a copy of this Covid19 guidance document to the cemetery office which confirms your commitment to the current required safe working practices.
- Contact the Burial Authority prior to undertaking any work in a cemetery to confirm a mutually suitable date and be aware of funeral dates.
- Enquiries and arrangements made with cemetery office will be by phone or email.
- Cemetery fees to be paid via BACS or card when possible.
- Application forms and paperwork will be completed and scanned and sent by email.
- Although burial grounds are an open environment safe working practices must apply and correct PPE + disposable gloves, mask and goggles must be worn when working in a cemetery or churchyard.
- If approached by cemetery staff or members of the public ensure they keep a minimum of 2 meters distance.
- If a mourner comes near to where you are working remove yourself to a safe distance until they leave.
- Prior notification would normally come from the Burial Authority if a funeral is arranged, if not and one begins, normal protocol is expected.
- When masons travel to and from places of work in the same vehicle disposable gloves and face masks must be worn.
- Regular hand washing and cleaning of equipment including interiors of vehicles and door handles will be undertaken.

WORKSHOP

- Customers will not be permitted to enter the workshops, place signage at points of entry to ensure awareness and compliance.
- Required personal distancing and hygiene practices will be complied with.
- PPE, masks, gloves & goggles and hot water hand washing facilities with paper towels for hand drying must be provided.
- Hand washing regimes should be established, washing hands on entry to the workshop, at intervals during the day and if leaving the workshop for onsite working wash hands before departure and again on return.
- Any rest areas will be arranged to comply with personal distancing requirements.
- Consider staggered break times or separate rest areas for multiple employees.
- If an employee or anyone living in the employee's household feels unwell with coronavirus symptoms the employee will notify his employer by phone and must self-isolate in accordance with government guidelines.

OFFICE STAFF

- Where possible arrange for office staff to work from home.
- If staff must attend the office make sure they feel safe and secure with doors locked and entry not accessible to the general public. The office working environment must be arranged to comply with personal distancing requirements.
- Necessary surface cleaning materials and hand washing/drying facilities must be available.
- Ensure the office undergoes a regular cleaning regime, including phones, door handles, desktops and any memorial display/material samples that have been handled.
- PPE masks, goggles and disposable gloves must be available for use.

CUSTOMER SERVICE

- Contact your existing customers to reassure them that you are still in business and available to assist them on the phone or by email.
- All services such as paperwork, including instructions, orders and drawings etc can be sent and received via email.
- If it cannot be avoided and a customer must come into the office it can be arranged by appointment only. Safety for all parties is paramount and it must be explained how the meeting will be conducted prior to a customer's visit.
- Always ask if the customer has any signs of illness before making the arrangement.
- Only one person to visit at a time, a maximum of two persons only if they both live in the same household.
- Arrange seating to ensure a personal distance of a minimum of 2 metres.
- Have hand sanitizer available or provide hand washing facilities with hot water and soap and paper towels for drying the hands.
- Wear disposable gloves and have a mask and goggles available.
- If documents must be signed – have them laid out on a separate desk along with disposable gloves and a pen ready for the customers use.
- Place signed documents in a sturdy envelope and file, clean the pen and wipe the desktop down. Clean door handles and areas touched by visitors after they leave.

Company Name

Date