



Hurst Doors – Whole Business Risk Assessment for COVID-19

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1.0 Introduction

This risk assessment will assess each area and process within the business with the objective to prevent the spread of COVID-19 throughout Hurst employees, Hurst Supply chain and Hurst customers.

The overriding risk is the droplet transfer of COVID-19 via person to person contact, contaminated surfaces and personal hygiene. This risk assessment will highlight the mitigations that Hurst will put in place to reduce the risk of all the above. The mitigations that Hurst will adopt will be based upon Government guidelines contained in the link <https://www.gov.uk/coronavirus> and will primarily focus on:

- Only essential personnel to be on-site, where job role cannot practically be performed remotely.
- Social Distancing
- Hand washing
- Detection

2.0 Visitors

Visitors to the business will be limited to essential visits only for the ongoing running of business activities where other communication methods are not appropriate, ie. servicing/maintenance, post, material deliveries etc. Visits to the business premises will be by appointment only. All visitors will be required to complete a self-declaration, where they will be asked to confirm:

- I am not displaying any symptoms of COVID-19, and have not for a minimum of 7 days
- No one in my household is displaying any symptoms of COVID-19, and has not for the last 14 days.
- I have not come into contact with anyone with COVID-19, or displaying symptoms of COVID-19 in the last 14 days.

A negative response to any of the above will result in the visitor being refused access to the site.

A sign-in/drop-off area 2m away from reception desk will be installed for visitors and postal collections and deliveries. The number of personnel in the reception area will be limited to one plus the receptionist.

Hand washing and sanitizing facilities will be available in the reception area and goods in area.

Deliveries will be controlled by a delivery slot schedule, agreed with the supplier in advance.

Interaction with delivery drivers will be limited to off-loading only, paperwork will be requested in advance.

The above will be applied to 3rd party/courier drivers where practical. Social distancing measures will be in place at all times and contactless receipting used where possible.

3.0 Employees - General

3.1 Return to work

Employees will not be asked to return to work if:

1. They have been sent a letter from the NHS confirming that they are “extremely vulnerable” and that they must be shielded.
2. They currently have COVID-19 symptoms,
3. They are living with someone in their household who has COVID-19, or who is displaying symptoms of COVID-19.
4. Their job role can be effectively conducted remotely.

3.2 Travel to work

Employees are advised, wherever possible to travel to work alone using their own transport. If employees have no option but to share transport or use public transport to get to work, please refer to the government guidelines <https://www.gov.uk/guidance/coronavirus-covid-19-uk-transport-and-travel-advice>

3.3 On arrival at work

Employees must always observe social distancing guidelines (keeping 2m apart), whilst entering/exiting the buildings, places of work, offices, toilet, wash and canteen areas.

3.4 Carparks

Employees working in factory 1 or the offices must only use the main carpark in yard 1.

Employees working in factory 2 or the warehouse must only use the additional carpark behind factory 2.

3.5 Site access and egress points

Employees working in factory 1 must only clock-on and off via the main clock machine entrance point in factory 1, observing social distancing guidelines at all times.

Employees working in factory 2 and the warehouse must only clock-on and off via the clock machine in factory 2, observing social distancing guidelines at all times.

All office staff must only enter and exit the building via the reception entrance and send an email to payroll@hurstdoors.co.uk to confirm their arrival and exit times.

Floor markings have been introduced at clocking points to assist with social distancing. When clocking-off, please observe social distancing at all times. Please do not queue in the factories other than within the allocated floor marking guidelines. Please wait at your work area until there is available space within the allocated floor markings and it is safe to do so, observing social distancing at all times.

3.6 Hand Washing

On arrival, all employees must wash their hands before going to their place of work.

Employees must wash their hands with soap and water for at least 20 seconds, regularly throughout the day (at least every 2 hours).

Before leaving work, all employees must wash their hands.

Additional wash facilities will be provided within factory 1 with soap dispensers, paper towels and waste bins.

The downstairs Portakabin will be designated as an additional wash facility with additional facilities, this must only be used for hand washing and food preparation.

An additional, external wash facility will be provided in yard 2 for use by delivery drivers only to segregate visitors to the site from Hurst employee's facilities.

3.7 Shift start-up procedure for all employees

Each day, employees must clock at their designated clocking point, wash their hands, before proceeding to their place of work. Before commencing work, all employees must clean their immediate work environment/equipment with anti-bacterial wipes/spray provided.

3.8 Detecting symptoms

Each day, at the start of the shift, all employees will be asked to sign a self-declaration form regarding COVID-19. They will be asked to confirm:

- I am not displaying any symptoms of COVID-19, and have not for a minimum of 7 days
- No one in my household is displaying any symptoms of COVID-19, and has not for the last 14 days.
- I have not come into contact with anyone with COVID-19, or displaying symptoms of COVID-19 in the last 14 days.

A negative response to any of the above will require the employee to return home to follow Government guidelines on self-isolation.

Each day, at the start of the shift, all employees will be tested for temperature using an infra-red thermometer:

- A temperature between 33 and 37.5 degrees will be considered a PASS (Green)
- A temperature between 37.5 and 38.5 degrees will also be considered a PASS (Amber), but is a potential warning of a fever, their temperature will be retaken that day to confirm this has maintained below 38.5 degrees.
- A temperature above 38.5 degrees will be considered a FAIL, (Red), (strong likelihood of a fever), if you fail the temperature test, you will be referred to your GP for testing/clearance of any COVID-19 symptoms before being able to return to work. You will be paid your normal sick pay under the terms of your contract of employment.

3.9 PPE

Whilst it is possible observe social distancing guidelines and maintain a distance of at least 2m from any of your work colleagues, the government advises that no additional PPE is required to prevent the spread of COVID-19. *However, if you are unable to maintain a constant 2m distance from your work colleagues, face masks are available. If employees feel any additional PPE is necessary, they should contact their line-manager regarding any specific requirements for PPE.*

All employees should continue to use all normal PPE as specified for their work task in RA's and SSOW.

3.10 Social Distancing in Production areas -General

- All processes have been assessed to ensure operatives can maintain a safe, 2m distance whilst carrying out their normal duties.
 - Some processes have had to be modified slightly to facilitate this.
- All work areas/benches are at least 2m apart.
- The number of people working on a process has been restricted.
- Where possible, work areas have been modified to ensure personnel are not facing each other.
- 2m floor markings have been introduced where required.
- Screens have been introduced to segregate workers where a 2m distance cannot be maintained or face masks are available where screens are not practical.
- Visitors and staff access to factory areas is restricted to essential only.
- All operatives must remain at their work bench at all times, except for w/c, hand washing and breaks.
 - Any material shortages/requirements should be reported to team-leaders/production Manager,
 - Only warehouse personnel to enter the warehouse area
- Staggered break times will be introduced for each area by team
 - Maximum permitted to will be limited to 10 (max capacity of upper portacabin/comp)
 - The consuming of food on the shop-floor is prohibited. Food is either:
 - To be consumed in their own car (no sharing)
 - Off-site (no congregating in carparks or on roadside)
 - Or in designated canteen area

- Smoking is only to be permitted at designated break times, no congregating in groups is permitted, social distancing 2m guidelines must be observed at all times.
- Additional shifts may have to be used to create the required capacity on certain processes that are restricted by social distancing measures.
- Access to w/c's will be limited and monitored to ensure social distancing can be maintained at all times
- Vending machines will not be available during this period

3.11 First Aiders

- Disposable gloves and a disposable apron should be worn if physical contact is likely to be made.
- The use of a face mask is recommended and additional use of disposable eye protection (such as visor or goggles) when there is an anticipated risk of contamination with splashes, droplets of blood or body fluids.
- Clean your hands thoroughly with soap and water or alcohol sanitizer before putting on and after taking off PPE
- The safe removal of PPE is a critical consideration to avoid self-contamination. Please follow the "Guidance on Putting on and taking off PPE" poster issued by Public Health England.

3.12 Fire Evacuation

- In the event of an emergency, the evacuation procedures take precedence over the COVID-19 measures with regard to social distancing.
- Social distancing should then be observed at the assembly points

4.0 Business Processes -Panels

4.1 Dispatch

- All work areas to be maintained at 2m apart, 1 operator per work bench, this will be limited to:
 - 1 x final inspection
 - 1 x silicon
 - 3 x boxing
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- PC's and hand scanners to be operated by single users only.
- All boxing equipment, ie knives, tape guns etc to be identified to a single user.
- Only one person at a time to be allowed in the storage aisles.

4.2 3M Panels

- Operators to maintain 2m apart at all times, this will be limited to:
 - 2 x operators for all processes, including:
 - Taping poly
 - Handling PVC/MDF
 - Applying adhesive
 - Work form diagonal opposite ends of panel, do not crossover
 - Loading press

- Boxing
 - Operators to wear gloves at all times
- Operators to only use and maintain their own adhesive and tape applicators.
- Press controls to be operated by same operator throughout shift
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- If capacity demands exceed the above capacity, a second shift could be introduced.

4.3 UK & EU Bonding

- Operators to maintain 2m apart at all times, this will be limited to the following per line:
 - 1 x glue machine
 - 2 x setting up/unloading
 - 2 x loading presses, working from the ends of the panel
- Operators to wear gloves at all times
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Press controls to be operated by same operator throughout shift.
- Care to be taken when transferring/loading racks in 1st insp, to maintain 2m distancing at all times

4.4 1st Inspection

- Operators to maintain 2m apart at all times, this will be limited to:
 - 3 x marking out/QC inspection, one operator/bench
 - Operators to face the same direction (the gangway), ie no face to face
 - Only one operator to access racks at a time
 - 1 x furniture
 - 1 x modern panels
 - 2 x saw
 - 1 operator per saw
 - Care to be taken when loading racks at saw shop, to maintain 2m distancing at all times
- All 1st insp. equipment, ie markers, measuring tapes, tee-squares, gauges etc. to be identified to a single user.
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.

4.5 Vac-Forming

- Operators to maintain 2m apart at all times, this will be limited to:
 - 3 x vac forming (3 x knifing out benches)
 - 1 x clipping
 - 1 x taping
- Operators to stay on the same machine for the full shift
- All equipment, ie knives, gloves etc to be identified to a single user

- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Gloves must be worn when handling Vac tools.

4.6 Glass Shop

- Operators to maintain 2m apart at all times, this will be limited to:
 - 2 x glass-washer
 - 1 x loading, 1 x un-loading, 2m floor markings to separate, 1 x leadwork
 - Face masks to be worn when working within 2m
 - 2 x spacer bar
 - 1 x each float table
 - 1 x Hot melt
 - 1 x inspection/scanning
 - Single user of PC/scanner
 - 1 x Georgian bar/inserts
 - 1 x Resin room/ sandblast masks
 - 1 x sand blast machine/small glass washer
 - 4 x leaders
 - 1 per bench
 - 2m floor markings to separate
- Operators to stay on the same machine for the full shift
- All equipment, ie knives, rollers to be identified to a single user
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Only one person per glass storage aisle at any one time
- Clearly defined storage/collection points to be identified for panel and composite units.

4.7 Poly Deck

- Operators to maintain 2m apart at all times, this will be limited to:
 - 1 x operator
- Line support to load poly deck and remove waste/recycling following normal procedures
- All equipment, ie knives, to be identified to a single user
- Storage areas to be clearly marked on the floor for Cut Poly collection points
 - Production to maintain 2m distancing when collecting poly from poly deck
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.

4.8 MDF

- Operators to maintain 2m apart at all times, this will be limited to:
 - 1 x operator
- Line support to load MDF and remove waste following normal procedures
- All equipment, ie knives, to be identified to a single user
- Production to maintain 2m distancing when collecting MDF from MDF

- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.

5.0 Business Processes Composite

5.1 CNC

- Operators to maintain 2m apart at all times, this will be limited to:
 - 1 x Felder 1 per shift
 - 1 x Felder 2 per shift
 - 1 x Felder 3 per shift
 - 2m floor markings to separate consoles
 - Gloves to be worn when operating Palamatic lifter
 - Scanning/PC tracking to be conducted by single operator for both machines
- All equipment, ie tape measures, to be identified to a single user.
- Care to be taken when loading racks for Prep, to maintain 2m distancing at all times
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Normal cleaning procedures to be followed for cleaning CNC, during and at end of each shift, including emptying and changing extractor bags, full PPE to be worn as SSOW.

5.2 Prep

- Operators to maintain 2m apart at all times, this will be limited to:
 - 4 x operators – one per bench (*no sharing of benches*)
 - All operators to face the same direction (towards the wall)
 - This will allow safe use of chop saw and guillotine
 - To be cleaned with anti-bacterial spray after each user
- All equipment, ie portable tools etc. to be identified to a single user
- Any shared equipment/tools to be cleaned with anti-bacterial spray after each user
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Care to be taken when un-loading racks at Prep and loading racks at Fab, to maintain 2m distancing at all times.
- Production tracking/scanning to be carried out by Production Manager to maintain single user use of PC's and scanning equipment.

5.3 Fab

- Operators to maintain 2m apart at all times, this will be limited to:
 - 8 x operators – one per bench, (*no sharing of benches*) (*incl. 1 x Fire door bench*)
 - All operators to face the same direction (towards the wall)
 - This will allow safe use of chop saw
 - To be cleaned with anti-bacterial spray after each user
- All equipment, ie portable tools etc. to be identified to a single user

- Care to be taken when un-loading racks at Fab and loading racks at QC/insp, to maintain 2m distancing at all times.
- Production tracking/scanning to be carried out by Production Manager to maintain single user use of PC's and scanning equipment.
- Fabricators to glaze their own doors where possible
 - Glazing prep to prepare all glazed units for fabricators.
- Any shared equipment/tools to be cleaned with anti-bacterial spray after each user
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.

5.4 Glazing Prep

- Operators to maintain 2m apart at all times, this will be limited to:
 - 3 x operators, – one per bench
- All glass units and bespoke cassettes to be supplied to Glass Prep by line support
- All stock cassettes available in cassette rack
 - Report any breakages/shortages to Production manager to arrange replacements
- Fabricators to glaze their own doors *when possible*
 - Glazing prep to prepare all glazed units for fabricators.
- Collection area for prepared glazed units to be installed for Fabricators.
- All equipment, ie knives, sealant guns etc. to be identified to a single user
- Any shared equipment/tools to be cleaned with anti-bacterial spray after each user
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Production tracking/scanning to be carried out by Production Manager to maintain single user use of PC's and scanning equipment.

5.5 Dispatch

- Operators to maintain 2m apart at all times, this will be limited to:
 - 1 x cleaner
 - 1 x QC
 - 1 x door wrapper
 - 1 x side unit/Kolorseal wrapper
 - 1 x admin
- Storage areas to be clearly marked on the floor with tape to segregate WIP to maintain 2m for:
 - Cleaning
 - QC inspection
 - Wrapping
- All ancillary packs, add-ons etc to be supplied by line-support
 - Report any breakages/shortages to Production manager to arrange replacements
- All admin, PC usage/scanning etc to be carried out by single operative
- All equipment, ie cleaning products, knives, sealant guns etc. to be identified to a single user
- Any shared equipment/tools to be cleaned with anti-bacterial spray after each user

- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.

5.6 Frame Shop

- Operators to maintain 2m apart at all times, this will be limited to:
 - 1 x saw
 - 2 x Frame Prep
 - Perspex screen required to segregate operators
 - 1 x welder
 - 1 x finisher
- Floor markings to be used to segregate work areas and WIP storage
- All profile to be supplied to production racks by line support
 - Report any breakages/shortages to Production manager to arrange replacements
- All admin, PC usage/scanning etc to be carried out by single operative
- All equipment, ie portable tools, knives etc. to be identified to a single user
- Any shared equipment/tools to be cleaned with anti-bacterial spray after each user
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.

6.0 Warehouse (including goods in office)

- Operators to maintain 2m apart at all times, this will be limited to:
 - 1 x unloading and waste management
 - 1 x ancillaries (internal & external)
 - 1 x cycle counts and booking in
 - 2 x composite line-support
 - 2 x panels line-support
 - 1 x Factory/CNC cleaning/waste management
- FLT drivers to use same vehicle throughout the shift where possible
- Keypads and scanners to be single use where possible
 - If multi-user, equipment to be cleaned after each user with anti-bacterial solution.
- Deliveries to be scheduled to 2hr delivery slots where possible
- Interaction with delivery drivers to be kept a minimum, remain 2m apart at all times.
 - Delivery notes to be sent electronically, in advance of delivery where possible
 - Delivery drivers to use separate hand-wash facilities before entering any buildings
- Care to be taken when conducting cycle counts to maintain 2m distance from all personnel
- All booking in to be undertaken by a single operative
- All production line material top up to be undertaken by warehouse personnel only.
 - Care to be taken when entering production areas to maintain 2m distance from all personnel
- No production operators to enter warehouse area at any time
- All factory waste bins/skips/cages etc to be emptied on regular basis, in particular hand towel waste

- All material handling equipment, ie FLT, pallet truck, stackers, steps, stillages, etc. must be cleaned with anti-bacterial solution at the start and end of each shift.
- All equipment, ie tape guns, knives etc. to be identified to a single user
- Any shared equipment/tools to be cleaned with anti-bacterial spray after each user
- All work areas and equipment to be cleaned using anti-bacterial solution at the start and end of every shift.
- Goods in Office to be restricted to 2 personnel
 - 1 x Manager
 - 1 x Cycle counter/booking in operator

7.0 Business Processes – Offices

7.1 Social Distancing in office areas – General

- All admin processes have been assessed to ensure office can maintain a safe, 2m distance whilst carrying out their normal duties.
- All desks are at least 1m apart.
- The number of people working in an office has been limited.
 - Where necessary and where practical some office personnel have been asked to work from home.
 - To maintain business security only Hurst equipment is to be used at home
- Where possible, work areas have been modified to ensure personnel are not facing each other.
- 2m floor markings have been introduced where required.
- Visitors and Production staff access to office areas is restricted to essential only.
- Office staff should remain in their own office, except for essential meetings, w/c, hand washing and breaks.
 - Communication with other office areas should be conducted via telephone or email where practical
- Staggered break times will be introduced for each office area
 - The staff canteen will be restricted to 2 personnel at any one time
 - Individuals should clean the area after use
 - Kitchen areas will be restricted to 1 person at a time
 - These areas should be cleaned using anti-bacterial solution after each user.
- Smoking is only to be permitted at designated break times, no congregating in groups is permitted, social distancing 2m guidelines must be observed at all times.
- Access to w/c's will be limited and monitored to ensure social distancing can be maintained at all times
- Vending machines and the Coopland's van will not be available during this period
- The use of photocopying machines to be restricted to printing only from individuals PC, where possible. Ie to collect prints
 - Only 1 operator to be stood at copier at a time
 - If photocopier keypad is used, this should be cleaned with anti-bacterial solution after each user
- Meeting rooms should be restricted to essential, short meetings only (less than 15 minutes)

- Meeting attendees should either wash their hands or use hand sanitizer before attending the meeting
- Meeting attendees should maintain 2m distance from other attendees at all times
- The use of “hot desking” to be minimized,
 - the desk and all equipment to be cleaned with anti-bacterial solution after each user

7.2 Reception

- Visitors will be restricted to essential only.
- The same person should operate this position for the full shift where possible.
 - All reception equipment to be cleaned with anti-bacterial solution at the beginning and end of each shift of after each user, including drop-off area.
- A sign-in/drop-off area 2m away from reception desk will be installed for visitors and postal collections and deliveries.
- The number of personnel in the reception area will be limited to one plus the receptionist.
- Hand washing and sanitizing facilities will be available in the reception area.

7.3 Customer Service

- Not considered practical to operate this role from home.
- Due to space availability will be restricted to:
 - 1 x Reception
 - 1 x Manager
 - 3 x Panels
 - 3 x Composite
- Seat positions at desks to be a minimum of 1m+ apart
- Facing desks to be spaced a minimum of 1m+ apart and/or have a screen/divider between desks.

7.4 Composite Admin

- Not considered practical to operate these roles from home.
- 1 x Manager
- 1 x Production Planner
- Desk positions side by side 1m+ apart, facing same direction

7.5 Composite SOP

- This role could be operated from home to facilitate reduced office attendance, desk spacing
- 2 x in office
- Desk positions to be staggered so that personnel are not sat opposite each other.
- 1 x at home

7.6 Aftersales

- This role could be operated from home to facilitate reduced office attendance, desk spacing
- 2 x in office

7.7 Finance

- Some of these roles could be operated from home to facilitate reduced office attendance, desk spacing.

- 1 x Manager
- 2 x Sales ledger
- 2 x Purchase ledger
- 1 x Payroll
- Desks locations to be revised to 2m spacing and to ensure personnel are not facing each other.

7.8 Materials/Panels SOP

- Some of these roles could be operated from home to facilitate reduced office attendance, desk spacing.
- 1 x Materials Manager
- 2 x Materials controllers
- 4x Panels SOP - in office
- Seat positions at desks to be a minimum of 1m+ apart
- Facing desks to be spaced a minimum of 1m+ apart and/or have a screen/divider between desks

7.9 Sales and Marketing

- Some of these roles could be operated from home to facilitate reduced office attendance, desk spacing.
- 1 x Sales Director
- 1 x Marketing Manager – at home if necessary
- 1 x Marketing assistant
- 1 x hot desk (external sales/MD)
- Seat positions at desks to be a minimum of 1m+ apart
- Facing desks to be spaced a minimum of 1m+ apart and/or have a screen/divider between desks

7.10 IT

- Some of these roles could be operated from home to facilitate reduced office attendance, desk spacing.
- 3 x in office
- Seat positions at desks to be a minimum of 1m+ apart
- IT support can be performed remotely where practical

7.11 Production Offices

- The Panels Office will be limited to 2 personnel at any one time, any combination of the following
 - 1 x Production Manager
 - 1 x QHSE Manager -possible to operate this role at home if necessary or in part
 - 1 x Maintenance Manager
 - Due to the Maintenance Manager and Production Manager being predominantly based out of the office
- The Composite Office will be limited to 2 personnel at any one time, other than production meetings
 - 1 x Production Manager
 - 1 x Production Support Manager
 - Production meetings to be kept to less than 15mins
 - Attendees to stand 2m apart

7.12 Transport

- The Transport office to be restricted to the Transport Manager only (due to increased health risk)
 - Drivers to use Board room 2 to collect/drop-off keys, manifests, Flexi-pod, time sheets etc
 - Flexi-pod charging point to be relocated to Board room 2

7.12.1 Loading

- Loading Hurst vehicles, personnel to maintain 2m distancing at all times
 - 1 x admin/manifest collating
 - 1 x manifest collating
 - 2 x loading
 - Only 1 person to load each vehicle (1 x inside vehicle and 1 x outside vehicle)
 - Except 3m panels and heavy door assemblies requiring a 2 man lift
 - All PC/scanning transactions to be carried out by the same user where possible
 - Equipment to be cleaned after each user
 - Vehicles to be cleaned using anti-bacterial solution before and after loading, door handles and cab area

7.12.2 Deliveries

- Hurst Delivery Drivers
 - Drivers to use the same vehicle wherever possible.
 - Contact with customers will be kept to a minimum:
 - Delivery process/drop off points to be agreed with each customer/premises
 - Gloves and/or face mask should be worn if requested by customer when entering their premises. (will be provided)
 - Flexipod to be signed by Hurst driver, recording the receiving customer's personnel's name.
 - Customers are to provide assistance for 2- man lifts where necessary.
 - Hand sanitizer to be used after every delivery, before returning to your vehicle

7.13 External Sales

- External Sales team should restrict visits to Hurst Factory to essential only
- Contact with Hurst personnel should be restricted to telephone, email, video calls only
- Quarterly Sales meetings to be conducted via Video Conference
- Contact with Customers should be restricted to telephone, email, video calls only, unless customers have the facilities and processes in place to support site visits