



Keeping our engineers & customers safe is our top priority. Here's how we'll do it.

### **Before your appointment**

When you book we'll ask if anyone in your home:

- has Covid-19 symptoms
- is shielding or vulnerable

Your engineer will also call ahead on the day of your appointment to see if anything has changed.

### **During your appointment**

Our engineers follow the latest government & public health England guidance and will:

- Wash or sanitise their hands before entering your home – and at regular intervals during the appointment.
- Ask to access the property by the closest entry point to where they need to work:- for example if the boiler is located in the kitchen we would ask to use the back door if there is one.
- Keep at least two metres away from you at all times. And they'll ask everyone in your home to do the same for them – ideally by staying in a different room or vacating the property during our visit.
- Wear disposable or protective gloves as appropriate during the job.
- Not shake hands
- Inform you of any other rooms they have been in.
- Politely decline any refreshments.
- Request payment via bank transfer or card wherever possible. If this is not possible please place cash or cheque in an envelope.
- Not request any signatures from customers.

If a subsequent visit is required to a customer's property we will arrange for the same engineer for continuity.

If a job requires two engineers, they'll only come together for tasks that need two pairs of hands and wear personal protective equipment (PPE) when they are not able to keep two metres apart.

Where you can, please open doors and windows to ensure the maximum possible ventilation throughout the property whilst our engineer is in your home.

### **Extra precautions**

If anyone in your home is shielding, please inform us at the time of booking or contact the office prior to the engineers visit and the engineers will take extra precautions, including wearing goggles and a respirator mask.