

Friendly Water Customer Requirements due to Covid 19.

January 2021 update

Our aim is to keep you, our customers and our staff safe from the risk of infection by Covid 19.

We have therefore implemented some extraordinary measures and we will of course need you to play your part in keeping everyone safe.

Unfortunately our staff will be unable to provide service if you are not able to accept or comply with these measures.

Prior to arrival

Our staff will

Not work in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield.

When booking for a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements will be made with vulnerable persons to avoid any face-to-face contact, for example, when answering the door.

You must

Remind you that a 2 meter (6 feet) distance is to be kept from the engineer, at all times and that you also wear a face mask when in the same room as the engineer.

Please also leave internal doors open and ventilate the room where we are working.

On Arrival

1. Our engineer will clean his hands using sanitising gel before entering the property.
2. Maintain 2 meters (6 feet) social distance at all times.
3. Will put on a face mask before entering the property and will continue wearing a face mask inside occupied rooms.
4. Wear nitrile gloves when handling filters or carrying out sanitisation procedures.
5. Clean the work area paying special attention to door handles and waste bins prior to commencing work using sanitary wipes.
6. Dispose of used gloves, masks, sanitary wipes and tissues in our own dedicated sanitary waste disposal bag.
7. Sadly at this time we will not be able to accept any food or drink offered by our customers.
8. On completion our engineer will clean his hands using sanitisation gel before entering his vehicle.

Thank you for your understanding at this time.