

Additional Precautions required due to Covid 19.

Updated 17/05/2020

In the Office

1. Maintain your distance. Keep 2 meters away from colleagues and customers.
2. We have spread staff into larger individual areas and where possible applied “work from home” protocols.
3. No cash payments will be accepted
4. Physical barrier to prevent customers entering offices will be erected.
5. Twice daily sanitisation of frequently touched hard surfaces to be undertaken.
6. Increase ventilation and keep internal doors generally open.
7. Hand cleaning gel to be provided to all entrances and in the general office.

In Home appointments

1. It is essential that office staff communicate with households prior to arrival, and field staff on arrival, to ensure the household understands the social distancing and hygiene measures that should be followed once work has commenced.

On booking

No work will be carried out 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 should be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door.

Discuss with householders ahead of a visit to ask that a 2m distance is kept from those working, at all times.

Asking that households leave all internal doors open to minimise contact with door handles.

Provide the householder with an email containing our procedures and their responsibilities on booking.

On Site

Prior to entering the property confirm that there is nobody in the household that is symptomatic.

2. Clean hands using sanitizing gel within sight of the customer before entering the property.
3. Maintain 2 meters social distance at all times.
4. Offer the customer the choice of you wearing a face covering while in the premises.
5. Wear nitrile gloves when handling filters or carrying out sanitisation procedures.
6. Clean your work area paying special attention to door handles and waste bins prior to commencing work using the sanitary wipes supplied.
7. Dispose of used gloves, masks, sanitary wipes and tissues in the dedicated sani waste disposal bag provided.
8. Do not accept any food or drink from customers
9. Clean hands after completion of the work using sanitisation gel provided before entering your vehicle.

Bring your own food and drink to households and have breaks outside where possible.