

An illustration on the left side of the page. It features two overlapping circles. The top circle is blue and contains a stylized figure of a person wearing a yellow helmet, a green face mask, and a green shirt with a blue collar. The bottom circle is purple and contains three tools: a blue and white screwdriver, a red and white screwdriver, and a blue wrench. There are also several concentric blue circles floating around the main circles.

Coronavirus safety measures during home visits

Our number one priority is the safety and wellbeing of our customers and our colleagues.

This simple guide sets out the 5 steps we will take to work safely in your home, in keeping with all government guidance, and what you can do to help us provide the support you need in the safest way possible.

We thank you for your cooperation before, during and after the visit.

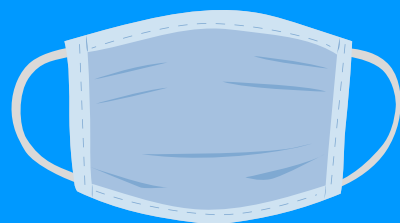
The steps outlined in this document are designed to keep you - and our colleagues - safe. If they are not observed, our engineer will have to leave without carrying out or completing the repairs.



1

BEFORE WE VISIT...

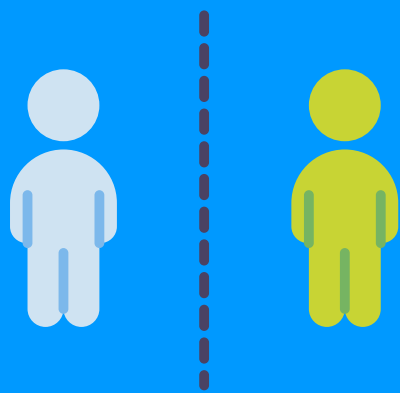
All visits are risk-assessed before our arrival. We will ask whether you or anyone in your home has coronavirus symptoms, are self-isolating or are at higher risk.



2

WE'RE PUTTING SAFETY FIRST

Our engineer will arrive with an ID badge and with the appropriate PPE (Personal Protective Equipment) such as overalls, masks, overshoes and gloves.



3

WE'RE KEEPING OUR DISTANCE

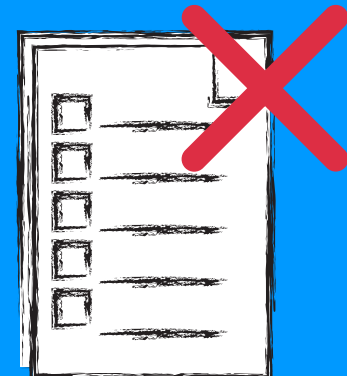
Our engineer will maintain social distancing whilst working in your home. Please direct them to where the issue is, but please ensure you, your family and any pets maintain their distance throughout the appointment. We will communicate with you via telephone to ensure there is a clear line of communication.



4

CLEANING UP AFTER OURSELVES

Our engineer will wear gloves at all times and will sanitise surfaces in the immediate area that has been worked on. PPE will be disposed of safely, outside of your home.



5

WE'RE KEEPING IT CONTACTLESS

Our engineer will tell you when work is completed. We will ask you if we may sign the job as complete on your behalf.

