

How we're working safely and being socially responsible during the coronavirus (COVID-19) pandemic

We want to make sure we are acting responsibly and protecting the health of our customers and our community.

Rest assured, we are taking extra precautions across all work that we undertake so as to limit the potential spread of COVID-19.

We can confirm that we have complied with the government's guidance on managing the risk of COVID-19 and would like to outline the procedures that we are taking to ensure that all of our customers and staff are protected from the virus in the best possible way.

How are we limiting the risk of spreading the virus?

- Maintaining social distancing as much as possible.
- Ensuring that we will increase the frequency of handwashing with soap and hot water for at least 20 second and extensive surface cleaning so as to limit the potential spread of the virus.
- Speaking with our customers before we visit the property to discuss how the work will be carried out to minimise risk for everyone involved.
- Keeping the 'activity time' required for each job to a minimum. This means ensuring that all parts and equipment required to complete any job are sourced prior to entering your property.
- If multiple workers are entering your home, we will be using back-to-back or side-to-side working rather than face-to-face whenever possible.
- It may be the case that vulnerable people with underlying health conditions who have not been asked to isolate may come into contact with our staff. We would like to request that, if possible, prior arrangements should be made so that these vulnerable persons are avoiding face-to-face contact with any person who does not live in the household.
- We ask that all people who are clinically vulnerable (for example, any persons aged 70 or over) or have underlying health conditions, ensure that they do not answer the door to us so as to avoid face-to-face contact. This can be avoided by asking another family member who is less-susceptible to the virus to greet us at the door and allow us entry into your property.
- Staying updated with the latest guidance

We have a social responsibility to ensure that all of our customers and staff are protected from the spread of this virus. We will do all that we can to continue working safely, and if we pull together, we can come out of this pandemic stronger on the other side!

Keep going, stay healthy and stay safe.