



A message to our customers

How we are fulfilling our responsibilities to protect you and help reduce the spread of Coronavirus (COVID-19)

We're continuously monitoring the situation caused by the Coronavirus outbreak.

As a result, we've put in place new working procedures. The key objective of these procedures is to protect the health and wellbeing of our customers and employees.

We will aim to minimise any disruption to our service to you, although due to reasons beyond our control this may not be always possible as we and our suppliers adjust to the 'new normal'.

We will continue to work and serve our customers as normal whilst adhering to current and future guidance from government.

Our procedures are:

- We need to ask you healthcare questions to determine if you or any member of your household are vulnerable to Covid-19 so that extra precautions can be taken by all
- Contact you, our customer, before each appointment or visit to check if you have symptoms of Covid-19 – if yes the appointment will be re-arranged
- Our staff advise the Company daily if they or a member of their household are showing symptoms
- When attending appointments:
 - We sanitise our hands on entering and leaving your home and regularly throughout our time there
 - We will maintain 2m social distancing while on site or where not possible 1m+:
 - we will communicate side to side (or back to back), or if not possible;
 - we will use a mask.
 - We will clean the work area before starting work and at the end of each day
- We are happy to wear masks and PPE if you require this, although Government advice says this is not necessary. Please advise a member of our team
- We ensuring our work spaces, vehicles and tools are being kept clean with regular cleaning to minimise the risk of spreading the virus. Staff will wash their clothes daily.

- We have instructed our staff to bring their own food and drink so please don't be offended if they reject your offer of a 'cuppa'.
- We aim to minimise the number of people of any project, keeping the same teams where practical
- Work areas will be unavailable for use by the customer for the duration of the work unless this is unavoidable. Where this is not possible we will clean the area before and after working each day
- We adopt best practice in our workplaces and offices to help prevent the spread of Covid-19
- Our staff will stay at home and self-isolate if they have any symptoms of Covid-19, or if any member of their household does as per current Government Covid-19 guidelines
- Please rest assured that we're monitoring the situation daily and reviewing Government, NHS, Health & Safety Executive and Public Health England guidelines. We'll adapt our working procedures in line with any changes.
- Contact NHS.co.uk or Gov.uk for more information about how Coronavirus is spread and answers to common questions about the virus.
- We will be happy to discuss any concern you may have about our working procedures, or indeed the behavior of any of our staff. Please contact us about either

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