

COVID-19 Policy

During these challenging times we are doing everything we can to keep you safe. We are always here to help. If there is anyone in your home who is shielding, self- isolating or has Covid-19 symptoms, then please advise our customer service team when you call.

When our engineer attends your property-

The engineer will firstly ask if it was suitable to attend your property, being for a service or breakdown. He will have no mask on so you can clearly identify his face to his I.D.

He will then put on a face mask, gloves and shoe coverings. The engineers are also provided with overalls but please advise our customer service team when booking the appointment that this is required.

Hand Washing-

Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it - and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.

Gel sanitisers are provided where washing facilities are not available.

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Cleaning-

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches using appropriate cleaning products and methods.

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

Social Distancing

Social Distancing -Reducing the number of persons in any work area to comply with the - metre (3.2 foot) gap recommended by the Government.

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>

Wearing of Gloves

Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Engineers will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.

PPE

Public Health guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours

The current Government advice is that:

“There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. However, workers and households who want to wear a face covering should be allowed to do so.”

To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>