



COVID-19 – CORONAVIRUS SAFETY PROCEDURES FOR WORKING IN CUSTOMERS' HOMES, BUSINESS PREMISES & CONSTRUCTION SITES

Below are the procedures we are taking to ensure the safety of our customers and our staff:-

- We will notify you in advance of our arrival.
- We will wear disposable mask and gloves while on your premises.
- If it is not possible to wear disposable gloves due to the nature of our work, we will clean our hands regularly with soap and water or antibacterial hand gel, and particularly after blowing our nose, sneezing or coughing.
- We will maintain a safe distance (2 metres) from you and other occupants of the household or business premises at all times and ensure good ventilation in the area we are working.
- Due to the nature of our work, it is not always possible for us to maintain a safe distance (2 metres) from each other, but we will be working in small teams and the teams will not be mixed.
- We will leave internal doors open to minimise the contact with door handles, or if preferred by the householder/business owner/site manager we will close the door to the room we are working in and open the window.
- We will not work in the same room as other trades on your construction site.
- If we need to use the toilet facilities whilst on your premises, we will disinfect all hard surfaces we have come into contact with after use.
- On completion of our work we will disinfect all hard surfaces we have come into contact with and tell you which surfaces they are.
- If someone in your household is shielding, self-isolating or has coronavirus symptoms, we will not carry out any work and will make alternative arrangements.
- If the work is considered essential, we will take extra steps to ensure their safety and the safety of our staff, as follows:-
 - The individual will be asked to stay in a separate room while the work is carried out. If that isn't possible, they should stay as far away from our staff as possible.
 - There will be no face-to-face contact with the individual.
 - We will be particularly strict about hand cleanliness and respiratory hygiene.
 - On completion of our work, we will disinfect all hard surfaces we have come into contact with and tell you which surfaces they are.