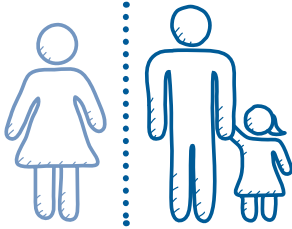
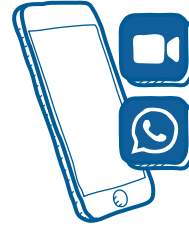


Keeping you safe during our visit

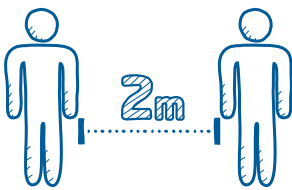
We are following Government advice to make sure we work in your home as safely as possible. Here are some of the ways we will protect ourselves, you and your family.



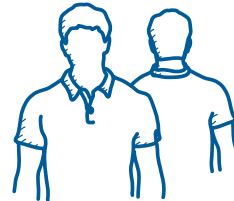
Please let us know if you, or anybody in your home is showing signs of the virus, is self-isolating or is vulnerable. We may need to reschedule the visit or implement additional safety measures.



We will try to speak to you over the phone, or via tools such as FaceTime or WhatsApp, to avoid any unnecessary face-to-face interaction.



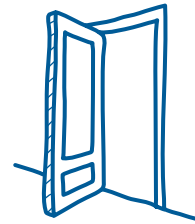
Please maintain a safe 2-metre distance at all times, including when we arrive, during the job, and when leaving your property. Please don't be offended if we don't shake hands.



If there are two of us, we will work back to back or side by side where possible, rather than face to face.



We will endeavour to wear protective equipment when working in your home. This could include goggles/ glasses, masks, gloves and coveralls.



Please leave internal doors open where possible so we don't have to touch door handles and other surfaces.



We politely ask that any other occupants stay in another room while we are working.



We will wash our hands thoroughly at the start of the job, at regular intervals during, and after we have finished.



We will wipe down the work area, equipment and surfaces regularly.



In normal circumstances, we'd love a cup of tea, but, for now, we'll bring our own drinks!



We will remove any waste from your home in a responsible manner at the end of the job.

We thank you very much for your cooperation.

Please see below a link to the Government advice which outlines the additional ways of working we are adopting to work safely in your home.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

<https://www.hhic.org.uk/news/hhic-issue-updated-advice-to-heating-engineers-on-working-during-covid-19-crisis>

Installer details