

COVID-19 PRECAUTIONARY MEASURES

Estimates will continue to be provided remotely but when you are ready to proceed to the next step, a site visit will be necessary. With new guidelines from the Government following the Coronavirus outbreak, please expect the following procedures from our site visits:

- We will contact you prior to booking your appointment to discuss your project and ensure it is the right time for a site visit, as it is important to minimise unnecessary contact.
- Gloves and masks will be available for clients and staff to wear during the visit if preferred, but this will not be standard procedure in accordance with guidelines from the Government that PPE should not be necessary outside of a clinical context. Please notify us in advance if you would feel more comfortable if our staff wear gloves and/or masks.
- All clients and staff to keep a minimum of 2m distance at all times.
- Our staff will wash their hands before and after their visit and at regular intervals during the day, and we would ask that clients do the same.
- Please be particularly vigilant when it comes to coughing and sneezing, following government advice to mitigate the risk of spreading infection.
- Please keep good ventilation throughout the room by opening windows.
- Please keep all internal doors open to minimise the need to touch door handles.
- Wherever possible our staff are to remain in a separate room to members of the household.
- Please keep children and pets away at all times.
- Only absolutely necessary participants should attend visits.
- We will bring our own refreshments so there is no need to offer.
- Please ensure you notify us before we visit if anyone in the household shows any symptoms of being unwell or have done within 14 days of the appointment.
- Please notify us if anyone in the household is particularly vulnerable.
- All payments are to be made by bank transfer to avoid handling cards or cheques.

As a small company, there is limited interaction between staff members and generally only one staff member will be required to attend appointments. If more than one staff member is required, they will travel separately and use their own tools to minimise contact. All tools, demo kits and vehicles are regularly cleaned. All of our office staff will continue to work from home until further notice, but we are contactable on the phone and by email as usual.

For more information, please see the Department for Business, Energy & Industrial Strategy's guidance for people working in, visiting or delivering to other people's homes: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes