



COVID-19 CARE

HOW WE PLAN TO KEEP EVERYONE SAFE WHEN WE VISIT YOUR PROPERTY

As we will be attending your property soon to carry out work, we wanted to let you know how we plan to keep everybody protected from COVID-19. Even though the rules have been relaxed, the virus still poses a risk and any work must be done with caution. Therefore, this is what we will do to keep **YOU** and your family safe, and what we would like you to do to keep **US** safe in return.

What we will do:

- Advise when we intend to attend the job
- Regularly wash our hands and equipment
- Maintain at least 1m distancing
- Not attend if our staff are displaying symptoms of COVID-19
- Wear face coverings if required.

What we expect from you:

- Tell us if anyone at your property has COVID-19 before we attend
- Tell us if you or any other person is displaying symptoms of COVID-19
- Give us space when we come to your property
- Tell us if you want us to wear a face covering
- Ventilate the immediate work areas
- Tell us if you do not want us to attend the property
- Tell us if there is anything else we can do to keep you safe.

What we will do if someone has COVID-19 or is displaying symptoms and the work could be essential, i.e. it impacts your health, safety or welfare:

- Evaluate the work to deem if it **IS** essential
- Postpone the work if not essential
- If it **IS** essential, fully risk assess the situation to ensure risk is reduced at all times
- Ask you to fully cooperate with our requests.

What we expect you to do if someone has COVID-19 or they are displaying symptoms and the work is deemed to be essential to health, safety or welfare:

- Tell us if any person has COVID-19 at your property before we attend
- Tell us the exact work that is required so we can determine if it is essential
- Cooperate fully with any reasonable requests we make to ensure safety
- Be considerate and accommodating to our processes to maintain safety.

We appreciate your ongoing support and agreeing to accommodate our requests, especially as a 'one size fits all' approach is not possible. In some circumstances we may need to adjust our process to keep everybody safe.