

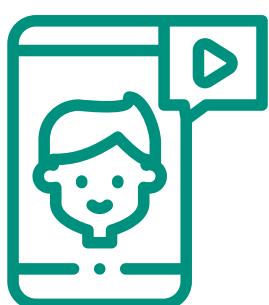


WORKING IN CUSTOMERS' HOMES DURING THE COVID-19 CRISIS

Heating engineers may still carry out work to maintain heating and hot water to homes and businesses. To protect yourself and your customers, follow this practical advice and guidance. Remember to seek further advice if needed.

ADVICE FOR INSTALLERS

ONLY VISIT IF NECESSARY



Can you use **online tools** such as

FaceTime, YouTube videos and serviceASSIST

to diagnose and solve the issues remotely?

CHECK THE STATUS OF THE HOUSEHOLD



If anyone is shielding because they are over 70, vulnerable or at high risk, be extra vigilant.

If anyone is displaying symptoms, please seek further advice before any visit.

If anyone is self-isolating or shielding, only attend to carry out emergency work.

Discuss with the homeowner the working environment and the 'Covid-secure' approach to working you will follow.

WHEN YOU ARRIVE



- 1 Don't shake hands.
- 2 Ask if occupants can **stay in another room**.
- 3 Maintain a **2-metre safe distance** at all times.
- 4 If necessary, **keep internal doors open** to avoid contact.



TRAVELLING TO THE JOB



Travel **alone** or with the person you'll be working with.



Make sure you **keep the vehicle well ventilated**.

WORKING WITH COLLEAGUES

Close work should be limited.

Work with the same **person** where you can.

When a 2-metre distance can't be maintained, **face away from each other or wear face coverings if possible**.



If possible, ventilate the area you're working in.



Avoid touching your face.



Wash your hands regularly, especially after **sneezing or coughing** (take your own towel with you).



If soap and water isn't available, use **alcohol-based hand sanitiser (at least 70% alcohol)**.

ON THE JOB

WHEN WORK IS COMPLETE

Handy Tip!

Use stickers to identify the areas you've touched so you remember to wipe them down.



Wipe down surfaces, tools and equipment with alcohol wipes.



Carefully place wipes and disposable PPE into plastic bags.



Remove all waste and dispose of it safely.



Thoroughly wash your hands before moving onto the next job.

REMEMBER

NEVER VISIT A CUSTOMER IF YOU HAVE ANY CORONAVIRUS SYMPTOMS, HOWEVER MILD.