

November 2020 : Coronavirus / COVID-19 Update

With COVID-19 cases escalating there is potential for recurrence of disruption to our working arrangements. We are taking all reasonable steps to ensure that our services, installations and maintenance activities continue to be delivered without interruption and are working closely with our maintenance partners to ensure this.

All work will continue to be carried out in accordance with Government guidelines, supported by the additional measures that we introduced at the start of the pandemic. The safety of customers and engineers is paramount.

Please support us in our goal of prioritising vulnerable customers and NHS employees with regard to installation, maintenance and repair of services by making us aware of requests for these customer types.

We recognise that there may be events beyond our control that impede our activities and will keep you informed through our usual channels of any issues during this challenging time.

During the national lockdown starting 5 November please see the following arrangements relating to engineering visits

We are requesting our engineers to

- Ask customers upon arriving at a customer's home or business whether there are any individuals present either with symptoms or who are self-isolating; if this is the case, the engineer will be unable to proceed
- Use protective equipment such as gloves and in some cases face masks
- Please ask that any person(s) in the home is / are not in the same room(s) as the engineer when the installation takes place.

To assist us in minimising risks to all parties we request that, when booking an appointment for a customer, please advise and ask:

- Government health advice relating to coronavirus is that anyone with symptoms of coronavirus infection should be self-isolating to protect others
- The most common symptoms of coronavirus (COVID-19) are a new continuous cough or a high temperature

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- Are you self-isolating, or do you have either of these symptoms?
- If the customer answers
- No – please book the appointment as normal but advise the customer that if their circumstances change, they must let you know. Please advise us of the change in situation.
- Yes – please advise the customer that unfortunately, their appointment will need to be rearranged until after their isolation period. Ask them when this is and book the appointment accordingly. Alternatively, the customer can call back to rearrange at a more convenient time

If you receive a call from a customer that has been asked by an engineer to rearrange their appointment

- Please reiterate to the customer apologies for being unable to complete their appointment; however, precautions are being followed for their safety and for the safety of the engineers
- Ask your customer to rearrange their appointment when their self-isolation period ends.