

COVID-19 COMPANY POLICY

Homeheat would like to inform all customers that we are monitoring daily the advice that the Government is issuing with regards to the changing situation of Coronavirus (COVID-19). The safety of our customers and employees is our top priority and we have issued guidelines to our employees on actions and precautions they should when entering both workplace and customer homes and premises.

This policy outlines the company's approach to managing the threat to the business through COVID-19 and the procedures to support the mitigation of risk.

We are aware that people's day-to-day lives are being disrupted and this is likely to become significantly worse but as far as possible at Homeheat, we will endeavor to provide the service and customer care we are known for. As the situation evolves, we will do everything in our power to keep you with heating and hot water.

If you are currently self-isolating, or suspect that you might be suffering from Coronavirus, we ask that as a precaution you inform us when booking an engineer visit so that we can plan the most suitable approach. Whilst the situation develops rapidly each appointment involving a customer who is self-isolating, will be reviewed on a case-by-case basis.

In order to ensure we get to as many vulnerable people as possible during this period, we're looking at our demand and capacity and prioritising as you would expect us to.

An annual servicing is essential to maintain the performance of the boiler and to validate the guarantee, this can be flexed for up to 6 months during this time. We're committed to supporting you through this period and will ensure we offer flexibility around servicing timescales.

For all other work, our engineers will undertake the following.

- We will be requesting customers to clear any working areas
- No handshakes on arrival
- Currently, keeping suitable distance between ourselves is recognized as best practice, we trust our customers will support our engineers and maintain a safe distance whilst they are at the property.
- Our engineers all carry personal protective equipment that can safeguard the working environment.
- On arrival & departure from your property the engineer will check it is okay to wash their hands. We would respectfully ask that you accommodate this by allowing our engineers to use your handwashing facilities.
- We are providing our engineers with regular updates and coaching on hygiene and how to deal with their work in these situations.

We will continue to assess the situation, and we will update our policy and guidance accordingly in order to ensure employee and customer safety and the effective management of COVID-19.

If you have any questions or require an engineer to visit, please contact our office on 01698 209 807.