

COVID – 19 Here at G&K Heating, we are doing everything we can to ensure our customers and our staff are safe. Due to the current pandemic below are extra measures we have put in place;

What we are doing (when we attend your home)

- Maintain social distancing (2m) as much as possible
- Washing our hands as frequently as possible, if unable to using hand sanitiser
- Reduce the spread of germs by coughing and sneezing into tissue/sleeve – throwing issue away immediately and washing hands
- Bring our own cleaning spray, cleaning wipes, disposable gloves, paper roll and bin liners.
- Cleaning regularly touched objects and surfaces – before and after use
- Using bin liners provided to dispose of waste
- Where work is repetitive and several visits are needed, same worker will be sent
- Bring our own food and drink, have breaks outside where possible
- Limit the number of workers within a confined space to maintain social distancing
- Use fixed pairing system if workers have to work in close proximity

What we ask you to do (when we attend your home)

- Maintain social distancing (2m) as much as possible
- Washing our hands as frequently as possible, if unable to using hand sanitiser
- Reduce the spread of germs by coughing and sneezing into tissue/sleeve – throwing issue away immediately and washing hands
- Leave all necessary internal doors open, limiting the touching of door handles
- Open windows in relevant rooms for ventilation
- Wipe area down before arrival and after departure
- Minimise movement in busy areas (stairs/hallway) during visit

Although our office front is currently closed with us working remotely, we have been working hard to update policies and procedures and training in order to ensure that all staff know how to keep themselves and you, our customers, safe.

PPE (Personal Protective Equipment)

Our engineers are all supplied with PPE in order to carry out their day to day work, if they are attending your home and you would like them to wear something additional please discuss this when making an appointment.

Face coverings

The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. Wearing a face covering is optional and is not required by law, including in the workplace.

This is not a precaution that G&K is taking, however we do support and encourage our workers if they choose to wear a face covering as a precautionary measure and have provided guidance on how to do so correctly.

Further information can be found via the government guidance document Working safely during COVID-19 in other people's homes;

<https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-110520.pdf>