

The government has made it clear that it considers the repair and maintenance of the country's water supply, sanitation and heating systems to be an essential service.

With this in mind, we intend to continue to operate as normal as regulations permit throughout the pandemic and lockdown/s.

We continue to work hard, using all preventative measures, to ensure that you/your tenants are constantly provided with clean drinking water, hot water for hygiene, functioning drainage and warm, dry homes.

Our office front is currently open with some staff working remotely to ensure we are working as safely as possible.

We have worked 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.

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
- If social distancing cannot be met, wearing face covering
- 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
- If social distancing cannot be met, wearing face covering
- 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

#### **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**

Face coverings are not mandatory in our workplace or for our engineers when entering homes/carrying out works.

All G&K Heating staff are aware that a face covering should be worn in indoor places where social distancing may be difficult and where you will come into contact with people you do not normally meet.

We 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>

and

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes#national-lockdown>