

CORONAVIRIS-COVID 19

SAFETY PRECAUTIONS & GOVERNMENT RULES

I am keen to continue to serve all of my customers, ensuring they have heating and hot water during this difficult period. I can leave home for work purposes, where your place of work remains open and where you cannot work from home (including if your job involves working in other people's homes)

Subject to still being able to access parts, and being well, I will be keeping to appointments as normal.

However, for your protection and mine, so that I can continue working, I will be putting certain safety procedures in place and following government guidelines.



**PLEASE WEAR
A FACE MASK**



DUST MASK/RESPIRATOR
LEVEL FFP3 MUST BE WORN



DISPOSABLE NITRILE
GLOVES MUST BE WORN



BIOHAZARDOUS INFECTIOUS
PLEASE KEEP SAFE DISTANCE
IN WORK ZONE AREA

- **You must stay 2 metres** apart from anyone not in your household - meaning the people you live with - or your **Support Bubble**. Where this is not possible, stay **1 metre apart with extra precautions** (e.g. wearing a face covering).
- **I will keep my distance and will be wearing PPE - gloves and a mask and ask all clients and contractors to follow the above rules. (No Exceptions)**
- **I am not permitted to accept tea/coffee/biscuits (although would be glad to once this is all over!).**
- **If possible, it would be helpful to have access to a sink to wash my hands. I will supply my own hand wash, as I know it's in short supply.**
- **Please leave me to do the work on my own.** I'll let you know once done.
- **At this current time I am not accepting cash, cheque. Please note all call outs must be paid in full at the time of the visit, I have a card machine that is regularly sanitised. I would recommend that you wash your hands though once the transaction is complete.**
- **I would ask that clients isolate themselves in one section of the house while the breakdown and repair is in operation as to minimise any contact or to go out for daily exercise if able to do so.**
- **(No exceptions)**
- **Please ensure children under 18 also follow the guidelines whilst attending on site.**

I appreciate that some of my customers will be experiencing financial hardship at this time. If that applies to you, please discuss the position with me before my visit so that we can make appropriate arrangements.

If any of my elderly customers are struggling to get hold of essential products, please let me know in advance and I will do my best to pick up what you need on my way to you.

I wish you all well and look forward to seeing you soon.

Kind regards,

Karl Barrett

Oftec Oil Heating Engineer Specialist

07766543535 Mobile