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## **Protective measure to avoid the spread of Coronavirus (COVID-19)**

In these difficult times, it is vital that we all take steps to prevent the spread of the COVID-19 virus. We want to reassure you that we are doing all we can to protect the health of our staff and customers. This is always our top priority and will continue to remain so.

**Attendances** - We have already spoken with you and have been advised that none of the occupants at your home are self-isolating\*, displaying any symptoms of COVID19 or have received a positive diagnosis.

*\*if the work is to remedy a 'safety-related emergency', we may still attend your home if occupants are self-isolating or being shielded. In this situation, we will discuss any additional preventative measures with you.*

We have set out below operating procedures we respectfully expect you, and anyone in your property to abide by, and the procedures our technicians will follow while undertaking work.

### **What we are doing:**

- Our technicians complete a COVID19 daily diagnosis form, to ensure that they are healthy and are following the latest advice from the health authorities.
- Should any of our technicians show signs of coronavirus symptoms, they will not travel to your home and we will reschedule our visit if necessary
- On arrival, we will explain what we will be doing, and why, and that we will need to maintain a safe distance from others (2m away in line with current Government advice), including when waiting for you to open any doors
- Technicians will follow good hygiene practice, in line with Public Health England guidelines. They will wash hands thoroughly, carry their own towels and if no washing facilities are available, they will use hand sanitizer.
- If required, our technician will also wear new disposable gloves at the start of your appointment and dispose of them when finished. Please note that as per current Government advise, use of facemasks is generally not recommended outside clinical settings for personal protection and for the type of work and premises that we are attending, as long as distance is maintained
- Technicians will not be able to accept any kind offers of refreshments
- They will carefully wipe down any tools and instruments before and after the work is carried out
- Technician will remove and place into a plastic bag any wipes, disposable gloves and overalls if used, and seek to avoid any cross-contamination to existing clothes or persons
- We've removed the need for you to sign our technician's mobile device

### **What we ask of you:**

- We will ask you to stay in another room, away from the work area(s) while the work proceeds, and with permission, ventilate the work area where appropriate, e.g. by opening a window

- We will not shake hands with you or other occupants
- If your appointment is at domestic property and any of the occupiers of your household has a temperature or a cough, please rebook for once the 14-day isolation period has safely ended
- If you become aware of any significant changes involving our visit, which is relevant to actual or potential exposure to coronavirus, please let us know immediately, and ideally well in advance of our visit.

If our technicians feel unsafe or at risk at any point, they will undertake a personal risk assessment and they may leave your premises if necessary. In this event, we will contact you to re-plan for a future date if appropriate, after ensuring everything is made safe.

It is important that all these guidelines are followed to ensure protection of everybody from coronavirus, and we greatly appreciate your cooperation.

If you have any other questions before the planned work starts – or if you have any new and significant information that we should know about - please get in touch.