

Covid-19 – Action Plan

During these unprecedented and testing times for all of us, we are writing to provide information with regards to our Action Plan for dealing with the Covid-19 pandemic.

The health and well-being of our employees, clients and the wider community is of paramount importance.

We are committed to following official guidance from both the UK and Scottish Governments and ensuring that all of our policies and procedures reflect the best available information and advice.

Events are moving rapidly, and we will continue to monitor the situation closely, reviewing developments and the latest advice.

We are in frequent communication with our staff and keeping them up to date at all times.

As we provide a vital service in the rural community, we would like to reassure you that we remain open and trading during our normal operating hours. This Action Plan is designed to ensure that we can continue to do so.

Before We Arrive

When our staff contact you to book visits, or when you contact us, we will ask a few questions to ensure we understand your circumstances. This will enable us to adapt our working practices as required, particularly if anybody at your property is unwell or in a group which is at a greater risk as a result of infection. You can expect to be asked:

- Is anybody at the property self-isolating and why?
- Is anybody at the property aged 65 or over?
- Is anybody at the property known to have an existing respiratory condition or any other condition which puts them at an increased risk?
- Is anybody at the property a carer or otherwise providing support for a vulnerable person?

Where possible, we will also make arrangements with you over the phone to enable our engineers gain access and carry out their work without needing to come into close contact with you or others at the property.

While on Site

Our engineers will announce their arrival by means of a phone call or by whatever other means we have agreed with you. Our engineers will work alone and, wherever possible, limit contact with you to telephone calls.

We would like to assure you that all our basic working practices have been adapted to ensure that an enhanced level of hygiene is maintained at all stages of our work. In addition to regular handwashing, our engineers are all in possession of hand-sanitiser gel, latex gloves and surface disinfectant which will be used appropriately.

Before Leaving Site

Our engineers will take care to ensure that all surfaces they have worked on or come into contact with are properly disinfected, and that any waste products left over from cleaning are removed.

We can assure you that these protocols will be carried out rigorously no matter what your circumstances. However, if you have told us that someone at the property are particularly vulnerable we will take whatever additional steps your Client Manager can identify as appropriate to further reduce any risk of contamination. This may extend to system chlorination. If there are additional precautions you would like to discuss with us, please let our admin team or your Client Manager know.