

Whites Phs Limited

Working Safely during Covid -19 - Advice for customers

The following document is information for all Whites Phs Ltd customers to ensure their safety and the safety of others.

It describes how our engineers will work safely within your home.

Please ensure you read this document thoroughly and ask any questions should you have any.

You must make sure if you have symptoms of coronavirus or anyone who lives in your household has symptoms you must isolate as per the government guidelines. You must notify us immediately.

Please also note that before our arrival you ensure that you have cleared any areas that our engineers will need to access and cleaned as necessary. Also on our departure please inspect and carry out your own cleaning procedure.

Social distancing

Objective: To maintain 2m social distancing wherever possible, including arriving and departing of engineers

You must maintain social distancing in the your home whilst our engineers are present wherever possible.

Our engineers will be following social distancing guidelines as provided by the government.

Where this is not achievable you must adhere to the following:

Mitigating actions include:

- further increasing the frequency of hand washing and surface cleaning
- keeping the interaction time involved as short as possible

Moving around when engineers are working within your home.

Objective: To maintain social distancing wherever possible while they are performing work in your home.

Please acknowledge the following:

1. We ask that a 2m distance is kept from those working, where possible.
2. We ask that households leave all internal doors open to minimise contact with door handles.
3. Please Identify busy areas across the household where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas.

4. Our engineers will bring their own food and drink and will be having breaks outside where possible.
5. We will limit the number of workers within a confined space to maintain social distancing.
6. We will use a fixed pairing system if people have to work in close proximity. For example, during two-person assembly or maintenance.

Accidents, security and other incidents

Objective: To prioritise safety during incidents.

In an emergency, for example, an accident, fire, or break-in, people do not have to stay 2m apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Keeping the work area clean

Objective: To keep work areas in your home clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed and carried out by our engineers.

- Frequent cleaning of objects and surfaces that are touched regularly.
- Removing all waste and belongings from the work area at the end of a shift and at the end of a job.
- We will only touch items within your home that are essential to the works that are being completed.

Hygiene

Objective: To keep good hygiene through the working day.

Steps that will usually be needed and completed by our engineers:

- Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose.
- Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue or your sleeve, not your hands. Throw the tissue in a bin immediately, then wash your hands.
- Cleaning regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.
- If handwashing facilities are not accessible, we will carry/use hand sanitiser.

Handling goods, merchandise and other materials

Objective: To reduce transmission through contact with objects that come into or are removed from your home.

Steps that will usually be needed/followed

- Ensuring social distancing and hygiene measures are followed when supplies or tools are needed to be delivered to a home.

- Collecting materials in bulk to reduce the frequency of needing to visit shops to buy or collect materials.
- Removing waste in bulk if possible.

Personal protective equipment (PPE) and face coverings

Objective: To use correct PPE where applicable for both the safety of our engineers and yourselves whilst we are working within your home.

We will place freshly cleaned dust sheets wherever we are working, also we will clean all tools between each property and only place them on the our dust sheets.

Government guidelines state that masks are not required by law, however our engineers will be equip with masks and gloves and will wear these when appropriate or permanently should you require this when they are within your home.

Deliveries to your home

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave a home.

Steps that will usually be needed

- Minimising the contact during delivery.

These are measures to help prevent the spread of an infection and we have taken every practical action to prevent illness but these are not a guarantee and we cannot be held liable for any possible infection contracted.

All of the information above and more can be found via the following link:

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