

# Working safely in customers' homes during the Coronavirus (COVID-19) pandemic



## SAFE IN YOUR HOME INSTALLER COMMITMENT

Installers who have signed up to our 'Safe In Your Home Installer Commitment' have pledged to follow best practice safety measures in order to carry out installations and maintenance work. By following the practical guidance set out by the UK Government, customers will remain protected whilst work is completed. Installers should seek additional advice, if required, to ensure a safe working environment for themselves and their customers.

## GUIDANCE FOR INSTALLERS

**IF YOU HAVE ANY SYMPTOMS OF CORONAVIRUS, NEVER VISIT A CUSTOMER.**  
Seek medical advice and self-isolate in accordance with UK Government guidance.

### Before visiting a customer's home

# 1

#### Remote diagnosis

- ♥ Try to resolve any queries without visiting the customer's home.
- ♥ Telephone or video-call customers to ascertain their requirements.
- ♥ Consider virtual surveys to provide quotes before visiting.
- ♥ Try FaceTime, YouTube or WhatsApp to diagnose and resolve issues before you visit.



### When a visit to a customer's home is required

#### Check the status of the household

- ♥ Ask if anyone is shielding, self-isolating or has symptoms of Coronavirus. If they do, you must only visit if the work is to remedy a direct risk to the safety of the household.
- ♥ Explain to the homeowner the guidance you follow to minimise any risk.
- ♥ Enquire if anyone is 'at risk' i.e. over 70, or with underlying health issues.
- ♥ Send details to the homeowner explaining the access you require and ask them to clear a pathway to the working area before your visit.



# 3

#### Travel safely

- ♥ Travel alone if possible or with one other, if the job requires.
- ♥ Ensure your vehicle is clean and well ventilated.



#### Upon arrival

- ♥ Show your identity card and ensure you have emailed the customer checklist.
- ♥ Maintain a 2m distance at all times and, if asked to do so by the customer, wear a suitable face covering.
- ♥ DO NOT shake hands.
- ♥ Wear disposable gloves and ask if internal doors can be kept open to avoid unnecessary contact.
- ♥ Ask everyone if they can stay in another room whilst you are working.
- ♥ Do not accept offers of drink or food from customers. Bring your own.



#### Team work

- ♥ Time spent working closely with others should be limited.
- ♥ Wash your hands regularly with soap and hot water or hand sanitiser gel for at least 20 seconds.
- ♥ Work with the same person where you can.
- ♥ Catch any coughs and sneezes in a tissue, sleeve or flexed elbow.
- ♥ When a safe 2m distance cannot be maintained, consider wearing a suitable face covering.
- ♥ Take and use your own towel each or use paper towels.
- ♥ Ventilate the working area as much as possible by opening windows and doors.
- ♥ Avoid touching your face at all times.

#### Cleaning up

- ♥ Wipe down all surfaces, tools and equipment regularly with antibacterial wipes or surface cleaner.
- ♥ Remove all waste and dispose of it safely and in accordance with local by-laws.
- ♥ Place all PPE into plastic bags for safe disposal at the property before you leave.
- ♥ Thoroughly wash your hands before going to your next job.



For more detailed official guidance:

[UK Government website](#)

To learn more about our initiative:

[Safe In Your Home Installer Commitment](#)

