

## **Chalke Heating: COVID 19 Code of Safe Working Practice**

Here is Chalke Heating's working practice to maximise the safety of customers and the Chalke Heating engineer, following Government advice on safe social distancing and the highly infectious properties of the virus.

1. If you, or anyone at your address, has COVID-19 symptoms including a temperature above 37 degrees, or a cough on the appointment day, then we will rearrange the appointment.
2. The Chalke Heating Engineer will not attend if he has either a cough or temperature, for your wellbeing.
3. Before the Chalke Heating Engineer attends, it would be appreciated if hard surfaces around the boiler/Aga could be wiped down with detergent.
4. When the Chalke Heating engineer attends, the householder will ensure that their door is already unlocked and there is minimum possibility of face-to- face interaction with the householder, their children or pets. It is particularly important to keep pets in a separate room. All conversations between the householder and Chalke Heating to take place at a practical distance.
5. The Chalke Heating engineer will enter your property wearing clean disposable gloves for your protection. The engineer will also wear a P3 face mask when inside the building.
6. If a situation arises where there is inadvertent face-to-face contact between the Chalke Heating Engineer and the customer, their children or pets, Chalke Heating has sole discretionary right to make safe the work and leave the premises regardless of the state of the work being undertaken at that time. A time charge for the visit will be made.
7. For safety and to limit transmission of virus on surfaces, no direct 'paper' connection between Chalke Heating and householders will be made. Therefore, payment for services will be accepted by BACS and credit card only. Cheques and cash are no longer accepted.

Boiler service reports will be sent electronically via e-mail.

I hope that these measures will help to reassure my valued customers that their safety is taken seriously by Chalke Heating.

**Stay safe and well!**

Kind regards, Martin Miller  
Chalke Heating