



## Our 4 step guide to safe home visits

### 1. BEFORE THE HOME VISIT

- If possible to carry out the initial inspection via video survey - **Facetime, Skype, Whatsapp** and **Facebook** all offer this facility
- Arrange a time when a family member or friend can attend

### 2. GUIDANCE FOR INSTALLERS IN THE HOME:



1. Be trained in hand hygiene and follow the correct procedures

2. Wash hands on arrival and departure



3. Use personal protective equipment (PPE)  
e.g. disposable overalls, shoe covers, gloves and masks when attending a property



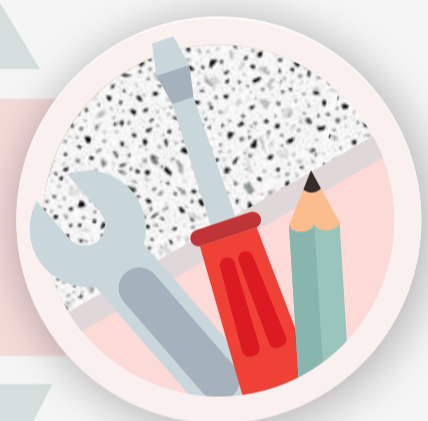
4. Remove all PPE after attending the property and dispose of once finished



5. Wash down all surfaces after use



6. Keep all tools on the floor



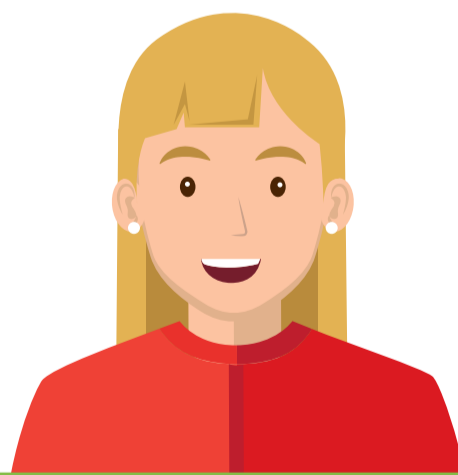
7. Wipe all door handles clean on the way out



8. Limit their visit to the areas needed and will not use your facilities



9. Communicate with customers via a phone call whilst in the home/working on the appliance



### 3. GUIDANCE FOR CUSTOMERS IN THE HOME

- Stay in another room whilst the engineer is present
- Ask attending friend or family member to let the engineer in

### 4. AFTER THE VISIT

- Provide a full report via phone, video call or email depending on preference.
- Arrange for further visits if necessary with family member or friend in attendance