

15<sup>th</sup> July 2020

## **Customer Care during the COVID-19 ("Coronavirus") Outbreak Method Statement Addendum to RAMS v5**

Amid the COVID-19 ("Coronavirus") outbreak, we have reviewed our customer care policy following the Government's statement on 23<sup>rd</sup> March 2020 to limit movement and contact with individuals to suppress the spread of the virus.

**EVERYONE** has a duty to protect themselves and others by inhibiting the spread of COVID-19 ("Coronavirus"). Everyone needs to follow the well-published and communicated advice from the Government and Public Health England/ Scotland/ Wales.

### **Total Boilers - Office**

When we receive a job off the client we will contact the tenant and ask "*if anyone in the property, is at increased risk of severe illness or if an extremely vulnerable person is under any restrictions of self-isolating due to Corona virus (i.e. received notification of such by their health authority). Or if they are showing signs of a persistent cough, high temperature and shortness of breath*".

If the answer to the question is yes, then unfortunately it is highly unlikely we would be able to attend. Only after the restrictions are past and/or they are no longer self-isolating or showing signs of the illness will we be able to attend.

If someone is self-isolating, please can you inform us of when this is due to end so that we know when the call can be booked, providing the timescales are passed.

### **Total Boilers Engineer**

Additionally, upon arrival at the property our engineer will again ask the homeowner "*if the homeowner, or if anyone else in the property, is at increased risk of severe illness or if an extremely vulnerable person is under any restrictions of self-isolating due to Corona virus (i.e. received notification of such by their health authority). Or if they are showing signs of a persistent cough, high temperature and shortness of breath*".

If the answer to the question is yes, then unfortunately it is highly unlikely we would be able to attend on that day. Only after the restrictions are past and/or they are no longer self-isolating or showing signs of the illness will we be able to attend.

**Additionally, if the engineer suspects that the homeowner is being less than honest in their reply, or feels uncertain about entering the property, then unfortunately we will not be able to attend on that day and we will support our engineer fully with his decision.**

**All engineers have carried out e-learning on the risks of COVID-19 transmission and how to best avoid this situation. They are also briefed in what to do if they do show any symptom and who should be told immediately.**

Engineers will fill out a daily COVID-19 Risk assessment to ensure they do not have symptoms or have they been exposed to symptoms before starting work each day.

### **In the event of engineer infection**

Given the importance now being highlighted over track and trace, Total boilers will inform clients if their engineer shows symptoms or tests positive for Covid-19 within 72hrs of visiting a site, this can be done in the form of an email and a phone call.

### **General working practices**

If restrictions do not apply, our engineers have been instructed to travel to site alone using company transport if provided, or their own transport if needed. The vehicle should be cleaned regularly using gloves and standard cleaning products, with emphasis on common touchpoints, doors, buttons, handles etc.

Implement enhanced hygiene procedures both on and off-site, including regular hand washing throughout the day for 20 seconds at a time, including once they arrive at the customers home and when they leave. The wearing of face masks, the use of disposable gloves and the use of disinfectant wipes where necessary.

Avoid touching surfaces when traversing the site and the use of cleaning products when available to wipe down work and surrounding surfaces.

During our visit to the property we would respectfully ask the homeowner that a minimum distance of 2m (3-steps) is always kept between them and the engineer. Also, that face-to-face conversations are kept to a minimum and if possible, a constant flow of fresh air is maintained throughout the room by opening windows and/or doors.

Despite any inconvenience that may be encountered during the corona virus outbreak we wish to thank you in advance for your continued support of the business and your help to reduce the spread of the virus.



Should you have any questions, issues, or concerns about any of the above, please do not hesitate to contact our office.

Please take care and stay safe through this continued period of uncertainty.

Yours faithfully,

**C. Jones**  
**Managing Director**

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