

Working safely in your home 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 in your home. We ask you to follow this practical guidance to protect your household and your installer whilst work is carried out. Please seek additional advice if you are unsure of anything to provide a safe visit.

ADVICE FOR HOMEOWNERS

IF YOU HAVE ANY SYMPTOMS OF CORONAVIRUS, PLEASE INFORM YOUR INSTALLER IMMEDIATELY. You should seek medical advice and self-isolate in accordance with UK Government guidance.

Is a home visit necessary?

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- ♥ Ask your installer if it is possible to resolve any queries without visiting.
- ♥ Ask if it's possible to conduct a virtual survey to obtain a quote.
- ♥ Using video-calling such as FaceTime, your installer may be able to help you to safely resolve the problem yourself.



When a visit to your home is required

Discuss your household status in advance

- ♥ If anyone in your household is shielding, self-isolating or has symptoms of Coronavirus, you must inform the installer in advance. In this case, installers will only be able to attend to carry out work if it is a direct risk to the safety of the household.
- ♥ Ascertain what access the installer will need when they visit your home.



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Preparations on the day

- ♥ Clear a pathway to the area the installer needs to work in.
- ♥ Open all internal doors so the installer can limit contact with surfaces.



Upon arrival

- ♥ Ask to see your installer's identity card and what measures they will be taking to work safely in your home.
- ♥ DO NOT shake hands.
- ♥ Maintain a 2m distance at all times.
- ♥ If possible, ask all household members to stay in another room whilst the installer is at work.
- ♥ Don't feel you need to offer them a cuppa – they will be bringing their own drink.



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Payment

- ♥ Once work is complete, please pay the installer using a contactless credit or debit card where possible, or via online money transfer.



For more detailed official guidance:

[UK Government website](#)

To learn more about our initiative:

[Safe In Your Home Installer Commitment](#)

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