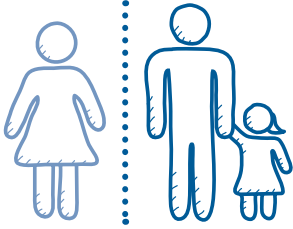# Your three-step guide to working safely

How to protect yourself and your customers when working in their homes.

1) Before you arrive at your customer's home

Call in advance to ask if they, or any occupants, have signs of the virus, are self-isolating or are vulnerable.

Ideally interact with your customer as much as possible over the phone, or via tools such as FaceTime and WhatsApp to avoid unnecessary face to face contact.
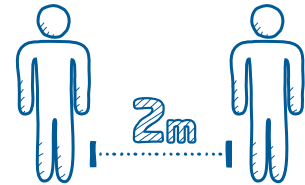
Explain to your customer that you will need to maintain a safe 2-metre distance at all times, including when you arrive, during the job, and when you leave their property.

## 2) Arriving and working at your customer's home
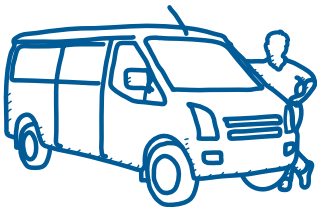
If possible, travel to your customer's home alone.

Stand back at least two metres when your customer opens the door. Avoid shaking hands with anyone and ask if other occupants can stay in another room, away from your work area(s).

PPE could be worn, such as eye protection, face mask, coveralls and gloves, in addition to your usual protective work wear.
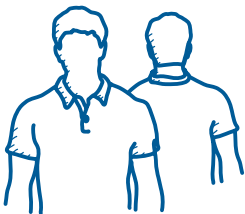
If there are two of you, if possible work side-by side or back-to-back rather than face-to-face.

Wash your hands thoroughly for at least 20 seconds at the start of the job, at regular intervals during, and after you have finished. We recommend soap and water. However an alcohol-based hand sanitiser can be used where this isn't available.

Only take in the minimum tools you need to complete the job. Don't share tools or let others touch them.
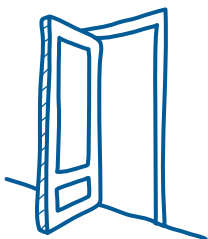
Ensure 2-metre distancing is observed at all times, including when moving around your customer's home. Ask them to leave all internal doors open to minimise contact with door handles and other surfaces.

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2) Arriving and working at your customer's home (continued)

Avoid touching your face and wear a protective mask if you can't maintain social distancing from your customer.
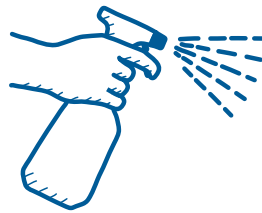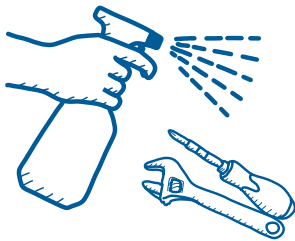
Use antibacterial spray or wipes to clean your work area, equipment and the surfaces you touch regularly.

Bring your own food and drink and take breaks outside where possible. Wash your hands before and after breaks.
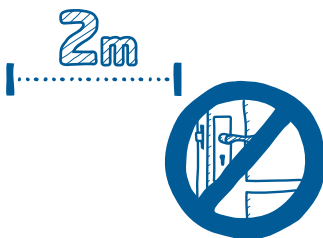
3) When you finish

Remove all equipment from the work area and wipe down any tools, surfaces and instruments you have used.

Bag up any waste and dispose of it in line with government guidance and local waste regulations.

Wash your hands using soap and water, or use an alcohol-based hand sanitiser before moving to your next job.

Maintain a safe 2-metre distance when leaving your customer's home. Do not touch the door handle or other surfaces on your way out.

Sharing pens or asking your customer to sign your tablet or mobile phone could pose a risk, so ask them to email you an electronic signature.

Further advice can be found at the following places;

https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes
https://www.hhic.org.uk/news/hhic-issue-updated-advice-to-heating-engineers-on-working-during-covid-19-crisis

Please check these websites regularly as advice can change frequently.

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