



### **A message from our Managing Director**

Our duty of care drives everything that we do; the safety and wellbeing of our customers is our absolute priority.

That's why, with the current Covid-19 outbreak, we have taken steps to contain and delay the spread and protect our customers and employees.

We have circulated a comprehensive protocol for our field staff to follow which includes a no-touch policy (so no handshakes, cups of tea etc) and specifies procedures all of our agents and engineers must follow when face-to-face with customers for the protection of everyone.

All of our employees are asked to check their temperature daily and will be instructed to self-isolate if necessary. We also ask that our customers monitor their own health and let us know if they have come into contact with anyone diagnosed with the coronavirus as we cannot visit in these circumstances, unless there is an emergency and a safe distance can be maintained.

We will continue to assess the developing situation regularly and follow directives from Public Health England. Our suppliers are also continuing to follow advice issued by Public Health England and we're taking measures to ensure all of our office-based employees have a safe environment to work in and the opportunity to work from home, where possible.

Our group of companies has been here since 1994 and we are therefore confident that we can continue working with our customers in their homes during this crisis. However, if the advice changes, we will keep you informed.

Stay safe everyone!

Andy Lodge (Managing Director)

**Don't forget you can call us FREE if you have any questions on 0800 107 2727.**