

● **KEY MESSAGES FOR CUSTOMERS WHEN OUR SALES / SURVEY / INSTALLS / SERVICE STAFF ARE VISITING CUSTOMER'S HOMES**



**1) Provide adequate ventilation**

Please can you help to provide adequate ventilation by opening windows and internal doors to help air circulation

**2) Cleanliness & Hygiene**

Please allow us to wash hands regularly by providing washing facilities, we will endeavour to clean any items we touch in your home

**3) Turn away people with COVID-19 symptoms:** Please ensure that you inform us prior to our visit if:

- \* You have Covid-19 symptoms
- \* You live in a household with someone who has symptoms
- \* You are required to self-isolate as part of NHS Test & Trace
- \* You have been in contact with a person suspected of having the Omicron variant.

.....so that we can re-arrange our visit for another day

**4) Masks & distance**

As a general courtesy to our staff we respectfully request that you wear a mask when distance cannot be maintained

**Please keep a minimum of 2m distance from us whenever possible**

*Please*



**WEAR A**

*mask*

**KEEP SOCIAL DISTANCE**