

STAYING COVID-19 SECURE



Dear Customer

Thank you for your patience during the coronavirus lockdown. We are pleased to advise you that we are now able to return to delivering a limited version of the first-class service our customers have become used to receiving.

To provide that service, whilst protecting you and our team, we have implemented several changes to our opening hours and processes. Please take time to read this notice and if you have any questions please contact us on 0151 559 1499.

Covid-19 Secure

Our primary concern is your safety and the safety of our team. Comfomatic, is committed to staying COVID-19 secure and we have complied with the Government's guidance on managing the risk of COVID-19. We have completed the following risk assessments: -

- Working in our offices, contact centres and warehouse
- Working in other people's homes
- Working in or from a vehicle

The Government has published helpful guidance on each of these areas that can be found at www.gov.uk/guidance/working-safely-during-coronavirus-covid-19. A copy of our COVID-19 Secure for 2020 risk assessment is available at www.comfomatic.com/about-comfomatic/downloads/

Our Offices & Customer Contact Centres

Our contact centres are now open Monday - Friday from 9am to 5pm. We will be back to full service as soon as it is possible. To maintain a safe working environment, we have temporarily reduced the number of people on duty, this may lead to slightly longer delays responding to you, we apologise in advance if this affects you.

Home Visits

Because our business, the installation and the servicing of our products, is conducted within your home it is not possible for us to provide our service without visiting your home. We fully comply with the latest Government advice about working in other people's homes. For safety reasons we have implemented the following measures to protect both you and our team, during visits to your home.

Before we attend your home

1. Each morning our team will certify that they, and everyone in their household is symptom free. Our team will use the NHS tracking app when it is available, they will also certify that they have not been notified to self-isolate by this app.
2. We will check to see if you or anyone within your household has been instructed to shield. If you or anyone in your home has been instructed to shield, for your safety we will not attend your home, unless it is to remedy a direct risk to the safety of your household.
3. We will next check to see if you or anyone within your household has or during the last 14 days has had:-
 - any flu like symptoms
 - a high temperature
 - a new and continuous cough or
 - a loss of or any changes in the normal sense of smell or tasteor if you have been notified that you have been in contact with coronaviruses, i.e. by the NHS tracking app.

If any of these apply, for our safety and for the safety of other customers we will not visit your home until everyone has been symptom free for at least 14 days, unless it is to remedy a direct risk to the safety of your household.

Arriving at your home

4. Before we enter your home, we will ask you to open all relevant interior doors and to open windows in the area that we will be working.
5. Our team has appropriate PPE, including sanitizer, gloves, face masks, eye protection, disinfectant wipes or sprays, and other materials. They will use this PPE before during and after each visit to a consumer where it is appropriate to do so. Any item brought into your home will be sanitized before we bring it in.
6. All team members will wear a new set of disposable gloves for each consumer's home.
7. Our team will ensure that there is no physical contact with you, so they will not shake your hand, and whilst they will thank you for any offer, they will respectfully decline any offers of hospitality (drinks etc).
8. Our team will practice, safe social distancing to the extent that it is possible within your home. Where it is not possible to maintain a 2m distance within your home, we will take positive steps to mitigate any risk to you or our team. We would therefore request that you comply with their request in terms of distancing and other measures within your own home. You will be asked to comply with the following during any visit:-
 - Please open all interior doors so that our team do not need to touch door handles etc
 - If possible, our team will conduct meetings outdoors
 - If indoors our team will ask you to open windows to improve ventilation
 - If indoors our team will ask you to maintain a safe distance and or to keep any breach of the 2m rule to as short a time as is possible
 - Our team may ask you to sit in a way that minimises face to face contact

Delivery and servicing of product

9. Our delivery teams and at times our engineers need to work in pairs. Until further notice these teams will be a fixed team using an assigned vehicle, we call this a bubble.
10. It is particularly important that during any delivery, service or repair that the delivery team is provided with unhindered access to the location. Whilst we know it is fascinating to watch a delivery, service or repair; whenever possible the team will ask you to position yourself in another room. If you fail to comply with this request the delivery, service or repair will not continue.
11. At the conclusion of the delivery, service or repair, the team will take you through what they have done and provide a full handover whilst maintaining a safe social distance from you.

After our visit

12. We are able to identify any team member visiting your home, if they become symptomatic or are notified that they may have come into contact with the virus in the 14 days following their visit to you, we will inform you so that you can take the appropriate steps.
13. If You or anyone in your household develop symptoms in the 14 days after our visit, or are informed that you have been in contact with COVID-19 we would ask you to contact us on 0800 806 807.

We are taking these measures to protect you and our team; we therefore appreciate your cooperation in this regard.

Date of visit:

Who visited:



IMPORTANT!

In the unlikely event that you or anyone in your household experience symptoms of coronavirus in the next 14 days, please inform our support team on 08000 806 807. Thank you for your support in this important matter.