



Coronavirus – Safe Working Procedures

Your safety and wellbeing are very important to us.

Please ensure that you have read and agree to the following before making a booking.

Booking Procedures.

When booking please confirm that everyone in your household is free of Coronavirus or associated symptoms for at least 14 days and that no one is Self Isolating or Shielding **(including travel from a restricted zone or country).**

If this changes at any time prior to the sweep you must let us know so that we can reschedule.

During the appointment please follow the Safety Procedures below:

- ▶ **During face to face communication we respectfully ask that you wear a face mask.**
- ▶ Observe recommended Social Distancing at all times during the visit.
- ▶ Remain in a separate area of the property during the sweep.
- ▶ **Ventilate the room by opening windows (enough to create air movement).**
- ▶ Leave doors open.
- ▶ Ensure access route is clear of furniture etc.
- ▶ A plug socket or extension lead should be easily accessible and switched on.
- ▶ Remove objects from in front of the fire/appliance
- ▶ Remove ash or debris from fire / stove.
- ▶ Disinfect the fireplace, appliance surfaces, doors and handles etc.
- ▶ If possible please make payments by BACS to avoid handling cash.
- ▶

Safety Procedures we will follow in addition to normal safe working procedures:

- ▶ We will take regular rapid lateral flow tests.
- ▶ Wear fresh gloves and a face mask while attending your property.
- ▶ Use fresh sheets to protect the working area of your floor.
(Unfortunately we can't cover all of the walkways, so on a wet day you may want to do this yourself before we arrive).
- ▶ Soot or debris will be bagged and left on site for safe disposal.
(We can place the bag in an outdoor bin if it has open access).
- ▶ We'll issue a digital certificate and invoice via email.
- ▶ Lastly, we're very sorry but we won't be able to accept your kind offer of tea, coffee or any other refreshing drink - not this time at least!

Thank you in advance for your cooperation. Keep Safe - Stay Aware.