

COVID-19 Guidelines

This document we hope will help explain the small but simple changes we have made to our business in order to provide a safe and excellent service during these challenging times. The idea behind these changes are to not only keep us safe, but also to help keep you safe while we work in your home / building. We will also be asking you to do a few things at the current time to help reduce the risk of transmission.

While work is being carried out, about to start or just recently ended and you or a member of the household develop symptoms of COVID-19, we ask you to inform us at the soonest possible time and likewise we will also inform you if either of us or our household have any symptoms associated with coronavirus.

Our van is equipped with a handwashing and sanitising station including antibacterial gel, wipes and more. We also have a range of personal protective equipment including but not limited to facial masks & disposable gloves to be used where necessary.

The following lists are not comprehensive and we understand that every home has its own challenges associated with appropriate social distancing and we will talk in detail with you before starting any work about what to expect if you have any concerns.

Providing a quote & Initial home visit:

To provide an accurate and fair quotation a home visit is often required, where it is not possible to do this via alternative means then we ask you to do the following before we arrive:

- All windows in the room(s) to be decorated are open and the room(s) is well ventilated.
- A safe and clear route to the room(s) which avoids contact with other household members and common surfaces such as door handles.

In return we will:

- Wear the appropriate level of PPE.
- Maintain social distancing where possible.
- Spend only the absolute minimum amount of time required inside your home.
- Send a final quotation via email if possible.

Carrying out work in your home/building:

If you accept our quote for work and agree on a start date we ask the following to be completed
At least 24 hours before any work starts:

- Any personal / delicate small items to be removed from the room(s).
- Any hard surfaces, such as tables, worktop surfaces etc to be cleaned to reduce the risk of infection.
- Once work starts we ask that you **do not** enter the room(s) being decorated while working to help maintain safe social distancing measures or for extended periods in the evenings until the work is completed.

In return we will:

- Ensure all windows will remain open to allow appropriate circulation of air.
- We will provide our own food and drink.
- Any breaks will be taken outside the home and we will spend minimal time outside the room(s) being decorated
- We will increase the frequency of how often we clean during the day and at the end of the job remove all waste and belongings appropriately and clean all surfaces.
- Maintain good social distancing when possible and wear appropriate PPE.

We understand each home is unique and in some situations certain aspects it may not be possible to follow as outlined above exactly but we will do our best to provide a safe environment.

If you have any questions at all please feel free to contact me either by telephone or email.

Neil Kerkhoff
NK Decorators