



COVID-19 Statement

We at AOS Heating take the health and wellbeing of our employees and customers seriously and we are working hard to keep everyone safe during the Coronavirus Pandemic.

We have taken practical steps and we are strictly following Public Health England guidelines so as to ensure the welfare of our employees and customers.

Protecting our Customers

We do ask that in the interest of safety if you do feel poorly or have any of COVID 19 symptoms that you let us know before we attend.

We would also ask if you could;

- Not shake hands with our engineers
- Let the engineers if required wash their hands on arrival or they may use hand sanitiser
- Keep to a minimum distance of 2 metres at all times. If possible you may want to stay in a different room.
- Leave all internal doors open to minimise contact with door handles
- Keep windows open if possible in order to maintain good ventilation
- Let the engineers have access to washing facilities in order for them to wash their hands
- If necessary, inform the engineers of the best toilet to use while in your home.
- Make clear the areas they are to work in which limits them having to touch your furnishings
- If there are any vulnerable people inside the property to keep them as far away from working area as possible
- Keeping all conversations to a minimum whilst inside your property

Protecting our Employees

Our Engineers have been trained in safe working practises and given PPE including masks, gloves and sanitising wipes.

They will;

- Wash or sanitise their hands on arrival and throughout the day as necessary
- Identify busy areas across the household where people travel to from or through, for example, stairs and corridors, and minimise movement within these areas
- Limit the number of workers within a confined space to maintain social distancing
- Bring their own food and drink to households and have breaks outside where possible
- Clean objects and surfaces they have touched, using regular cleaning products and anti-bacterial wipes.
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In line with official advice, our engineers aren't wearing face coverings or respirator masks as standard. However, if wearing a face covering makes you more comfortable then you can ask the engineer to do so. Face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact and increasing hand and surface washing

For latest Updates on COVID-19

<https://www.gov.uk/coronavirus>