Dear [CLIENT NAME]

**COVID-19: PROTECTIVE MEASURES TO AVOID THE SPREAD OF** **CORONAVIRUS (COVID-19)**

**[PREMISES ADDRESS/SITE]**

In these highly challenging times, it is vital that we all take steps to prevent the spread of the COVID-19 virus (coronavirus). As a result, please find below number of actions we will be taking before we undertake any work at your premises/site.

We have already spoken with you and you have advised that, at the time of the call:

1. none of the occupants at your premises/site are\*:

* Self-isolating
* Displaying any symptoms of COVID19, and/or
* Have received a positive diagnosis.

1. one or more of the occupants in the premises or on site are either, self-isolating, have displayed symptoms of COVID19, and/or have received a positive diagnosis\*.

\**Delete as appropriate.*

We confirm that:

1. Our operatives plan to visit your premises/site on [DATE].
2. The time of our visit will be approximately [TIME]
3. Our client point of contact on the day will be [NAME AND CONTACT NUMBER].

We have set out below operating procedures we respectfully expect you, and anyone in your premises/site to abide by, and the procedures our operatives will follow while undertaking work. It is vital that all of these should be followed, to ensure that you and our operatives are kept safe from coronavirus.

**Please note: if you become aware of any significant changes involving our visit, which is relevant to actual or potential exposure to coronavirus, please let us know immediately, and ideally well in advance of our visit.**

**Should any of our operatives show signs of coronavirus symptoms, they will not travel to your premises/site and we will advise you, and reschedule our visit if necessary.**

**Operating procedures**

1. On arrival, we will explain what we will be doing, and why, and that we will need to maintain a safe distance from others (2m away in line with current Government advice), including when waiting for you to open any doors.
2. Our operatives will wash their hands thoroughly when they arrive, and before commencing work. If for any reason they cannot wash their hands, they will use hand sanitiser.
3. We will not shake hands with you or other occupants
4. We will ask you to stay in another room, away from the work area(s) while the work proceeds, and with permission, ventilate the work area where appropriate, e.g. by opening a window
5. We will not require or accept any ad hoc hospitality offers of hot drinks etc, beyond any prior agreed (and exceptional) catering or refreshment arrangements
6. Operatives will follow good hygiene practice, in line with Public Health England guidelines.
7. Our operatives will undertake all necessary health and safety precautions while at your premises/site. This will include:

* Washing or sanitising their hands thoroughly during the work, and once work is complete.
* Operatives will carry their own handtowels.
* Operatives will carefully wipe down any tools and instruments before and after the work is carried out.
* Operatives will remove and place into a plastic bag any wipes, disposable gloves and overalls used, and seek to avoid any cross-contamination to existing clothes or persons.

**Please note that if our operative(s) feel unsafe or at risk at any point, they will undertake a personal risk assessment and they may leave your premises if necessary. In this event, we will contact you to re-plan for a future date if appropriate, after ensuring everything is made safe.**

**It is important that all these guidelines are followed to ensure protection of everybody from coronavirus, and we greatly appreciate your cooperation.**

**If you have any other questions before the planned work starts – or if you have any new and significant information that we should know about - please contact:**

* **[NAME]**
* **[CONTACT EMAIL AND PHONE NUMBER]**

Stay safe!

Yours sincerely,

[Name

Signature

Contact Details

\*To be signed by Director/Senior Manager]



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