



COVID 19 – The steps we are taking to keep our customers and staff safe

Brookhouse Gas are taking COVID 19 seriously and our obligations to you, our customers, and our staff alike. We have set out a clear range of measure to reduce the risk posed by this pandemic.

Within our offices

We have reduced the number of staff within our offices and increased the space between people, this has included opening a new office. This may have a slight impact on our response time to calls and emails, but we do not expect that to be significant and are still determined to offer a very high standard of customer service.

When booking your appointments, we will ask a few questions in relation to COVID 19 symptoms and interactions. Please don't be offended. All answers will be treated as confidential.

Our external employees and engineers

Our engineers are still visiting customers' homes and completing planned and emergency works. However, we have taken the following steps to protect them and our customers.

- All staff are undergoing temperature checks before starting work for the day
 - All staff have been provided with full PPE including face coverings, gloves and high alcohol sanitiser with stocks held.
 - Customer interaction procedures are in place to reduce contact and contamination as outlined below.
1. We will ring you from outside your property to discuss the reason we are visiting your home in detail.
 2. We will request that you leave our staff member in isolation while within your home, where this may not be possible, we aim to keep face to face contact to under 10 minutes.
 3. We will request that you open any doors and clear all spaces to reduce the contact points within your home.
 4. The engineer may ask you to guide us to the appliance but then move to another room



5. Our engineers will have sanitised their hands then donned a mask and gloves.
6. During our time in your home we will where possible and practical ventilate the work area.
7. Once the works have been completed, we will sanitise all areas and the appliances and leave your home
8. Our engineer will then call you to outline what has been done, the works carried out answer any questions you may have.
9. We are limiting the handling of cash at the moment so request where possible payment is made via digital payment methods.

Safe In Your Home

As Worcester Bosch Accredited Partners we have also signed up to the Worcester Bosch “Safe In Your Home” pledge. Designed to support consumers with knowledge that the installer they are working with understand the need to take steps to protect everyone during this pandemic.

