

WE CONTINUE TO SERVE.

Trust is at the heart of the matter.

We wish to reassure all valued Christy Plumbing & Heating customer's having learnt lessons through the Co-Vid19 pandemic, we are a business you can trust.

Our business continuity plan ensures the continuous 24/7 operation of the Christy Plumbing & Heating team through all circumstances, providing Bedford-and-area with continued access to essential community plumbing, and heating services.

Our comprehensive **Coronavirus (COVID-19) Christy Plumbing & Heating company policy** ensures all employees work safely and are educated, informed, and updated on core recommendations outlined by the UK Government and World Health Organisation; specifically regarding:

- An understanding of COVID-19 ,
- How it spreads Incubation ,
- Period Prevention of contraction and/or spreading the virus including;
- Hygiene Social Distancing ,
- Restricted Travel ,
- Symptoms and how to seek medical attention ,
- Identifying COVID-19 Risk and Procedures required onsite .

These are procedures we will keep in place even when the pandemic has ebb' d away, so that we can keep our customers and our colleagues safe and healthy.

We work for you.

Working for you is the most important work we do each day. Our team will uphold social distancing practices and enhance our hygiene measures to create a safe working environment including taking the following precautions:

- Using only non-physical greetings (i.e. not shaking hands),
- Washing hands frequently for at least 20 seconds with soap and water or using hand sanitiser; including before and after visiting sites ,
- Wearing personal protective equipment ,
- Opening windows to ensure open ventilation ,
- Ensuring customers do not enter the workspace and maintain a 2-metre distance (4 square metre rule)
- Politely requesting the homeowner to keep children (under 18 years old) and elderly occupants (over 70 years old) more than four metres away from the work area ,
- Wiping down all surfaces thoroughly and leaving the site clean and tidy ,
- Customers will still be required to check the work and sign job sheets but will need to keep to social distancing and use their own pen.

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Christy Plumbing & Heating employees will NOT be permitted to work if they have displayed flu-like symptoms or been exposed to a suspected or confirmed case of coronavirus.

To protect the health and safety of our team we request all customers notify us (prior to our attendance) if you develop flu-like symptoms or have been advised to self-isolate by a health professional (including returning in the last 14 days from overseas or due to suspected exposure to the virus). Please help us by; opening the front door when the engineer knocks/rings and stand back 2m away from the door, open windows, remain 2m from the engineer at all times or stay in another room, disinfect the door handles from entry to the house to the room of work, disinfect the work area, and finally, provide a disinfected area where the engineer may wash his hands if required. Thank you.


We are here to help.

Our office team are here to assist with scheduling, answering questions and meeting all of your needs during challenging times.

If you need assistance, we are here to help.

Please call us on 01234 325620 or email info@christyplumbing.co.uk .

Stay safe and look after one another.



Sarah Christy
Christy Plumbing & Heating Ltd
199 High Street, Clapham. Bedford. MK41 6AJ

www.christyplumbing.co.uk



CHRISTY
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