

Covid-19 Safe Working Process

The below visit process **MUST** be adhered to in order to minimise risk and ensure safety of all employees, customers and member of the public: -

1. Social distance guidelines must be observed at all times - 2m distance.
2. If possible, wash hands before and after each visit.
3. If hand washing facilities are not available, sanitise hands before and after every visit using the provided sanitiser (70% alcohol content).
4. Wear the provided face mask for each visit (re-useable cloth masks, OEKO_TEX). This can be lowered from a 2m distance if a customer requests this for ID purposes, (using straps at side without touching the face).
5. Do not touch face.
6. Ask if anyone has Covid-19 symptoms, are shielding or vulnerable and, if so, maintain 2m distance and ask if the customer could obtain and provide the reading – **DO NOT attempt to access any property where the household is in self-isolation or where a clinically vulnerable individual is shielding.**
 - *Clinically vulnerable individuals are at a higher risk of severe illness (for example, people with pre-existing medical conditions) and have been asked to take extra care in observing social distancing and shielding.*
7. Ask that households / businesses leave internal doors open to minimise contact with door handles.
8. Ask for a clear path to the meter i.e. any obstacles are moved by the household / business.
9. Do not touch hard surfaces at household / business premises.
10. Keep activity time involved as short as possible.
11. Do not touch the inside of the mask (the part over nose and mouth). It may be contaminated from your breathing, coughing or sneezing.
12. If premises require a sign-in – use own pen, sanitise pen after visit.
13. If customer happy for card to be left to provide reads at a later time themselves then wait until the door is closed, use post peg provided then sanitise peg after visit.

14. Vans / vehicles need to be cleaned at the end of each day with anti-bacterial cleaning products paying particular attention to door handles, steering wheel and gear stick.
15. Post peg, pen and ID badge to be sanitised at the end of each day.
16. The re-useable face mask and full uniform must be washed at the end of each day and the reader to have a shower to remove any possible contamination, wash hands for 20 seconds before removing mask and uniform.
17. Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue or your sleeve at the elbow, not your hands. Throw the tissue in a bin immediately, then wash your hands for at least 20 seconds.
18. Report any issues or concerns directly to your Senior Reader / office.
19. If you live with others and you, or they, have symptoms related to coronavirus as identified by Government guidelines, then household members must stay at home and self-isolate for 14 days from the day the symptoms first presented.
20. Please be respectful of others at all times, the current circumstances are difficult for everyone.