

Health & Safety Executive (HSE) guidance for PMS Engineers on how to work safely in a household that is self-isolating/has COVID-19

If the work is routine, i.e. is not emergency repair work, this should be postponed until after the period of self-isolation/risk has passed. The period of isolation will be at least seven and up to fourteen days and PMS will confirm this with the occupant(s) of the property to be visited.

If the work is to carry out an emergency repair (for example to make a gas system/appliance safe, or ensure heating and hot water is available), then this work can be carried out. Safe social distancing and good hygiene will need to be maintained throughout the work. PMS will have undertaken a detailed conversation with the household in advance to:

- Consider the details of the job to be completed, this will allow you to plan ahead and bring all tools, equipment and parts required, minimise the time spent at the property and avoid the need for multiple visits to the property.
- Discuss how the work will be carried out to minimise risk for all parties.
- Agree a fixed time for arrival and/or that you will telephone when you arrive so you can be let in safely with minimum contact.
- Advise that where possible minimum of a 2m distance should be kept from those working and that social distancing must be maintained as far as possible, including when waiting for the customer to open the door.
- Ask the occupants to stay in another room, away from the work area(s) whilst the work proceeds, if possible.
- The social distance and hygiene requirements during your visit. All members of the household should stay a minimum of 2m from you, and preferably in another room. Anyone with COVID or any COVID symptoms should remain in another room for the duration of your visit.
- Ask that households leave all internal doors open to minimise contact with door handles.

On entry to the property:

- You should be wearing full PPE to include a mask and gloves.
- Wash your hands using soap and hot water for at least 20 seconds. Consider carrying your own hand-towel with your equipment; wash/replace your hand-towel at end of each day/shift.
- Where facilities to wash hands are not available, hand sanitiser should be used, and you should always carry this with you. Use an alcohol-based hand sanitiser that contains at least 60% alcohol.
- Remember to avoid touching your eyes, nose, and mouth.
- You should wash your hands regularly whilst in the property or use your hand sanitiser.
- Reduce the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue.
- You should bag the tissue and take it away with you when you leave the property. Once you have bagged the tissue, you should wash your hands using soap and hot water for at least 20 seconds or use your hand sanitiser.
- To reduce the risk of infection, clean objects and surfaces before you start work, using your regular cleaning products. Do this on entering the property, whilst you are working and on leaving the property.
- Do not use or share pens or other objects whilst working in the household.
- Maintain good ventilation of the area you are working in; keep windows open if possible.
- At the end of your visit, make sure you take all of your personal belongings and tools with you. Bag and remove any waste, including any cleansing wipes etc you may have used, and dispose of this in line with business process and/or Government guidance.
- When leaving the property, you should wash your hands using soap and hot water for at least 20 seconds or use your hand sanitiser.
- Only use the householder's own facilities where it is absolutely necessary and after gaining permission from the householder. Disinfect door handles, taps and toilets before and after use and ensure that you wash your hands with soap and hot water for at least 20 seconds; use hand sanitiser if you cannot wash your hands. Consider carrying your own hand-towel with your equipment. Wash/replace your hand-towel at end of each day/shift.

IF YOU HAVE ANY CONCERNS AT ANY TIME, PLEASE CONTACT THE PMS OFFICE IMMEDIATELY.