

How are EnviroVent keeping customers and surveyors safe during home surveys?



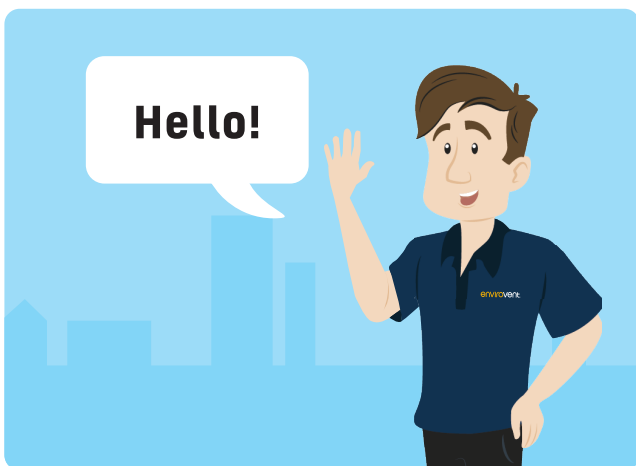
1. Telephone check ins - a week before all appointments, we will ask you:

- Have you or anyone in your household been diagnosed with COVID-19?
- Have you or anyone in your household displayed symptoms or been advised to self-isolate?
- Are you or anyone in your household high risk as per the government guidelines?

If so, we'll work together with you to reschedule at a convenient time.



2. Our Surveyor will ask the same questions on the day of the survey to make sure nothing has changed. There will be no handshakes this time, just a simple Hello!



3. When in your home we will take a number of precautions for everyone's safety:

- ✓ All EnviroVent surveyors are trained to undertake dynamic risk assessments, including any questions you may have, it is vital this takes place and considers any health and welfare concerns.
- ✓ We will ask you to stay in another room in the property whilst we complete your survey. If this is not possible we request a minimum 2m social distancing for our surveyor.
- ✓ We recommend you ventilate the property as best you can whilst we are in your home.
- ✓ Our surveyor will be wearing gloves and will sanitise as soon as those gloves are removed at the end of the survey.
- ✓ Our surveyor will arrive in additional PPE including; gloves, safety glasses and optional face covering worn for the duration of the survey.
- ✓ Equipment will be disinfected at the end of each survey.
- ✓ If at any time while in your home a surveyor feels unwell, they will leave the property immediately.
- ✓ Your survey report will be sent electronically to avoid the sharing and passing of documents.



We hope this explains what you can expect on the day, we take health and safety seriously, never more so than in these challenging times, your safety and that of our team remains our priority.