

A tradesperson, likely an electrician, is shown from the chest up, wearing a grey t-shirt, a dark blue baseball cap, and a light blue surgical mask. They are wearing grey work gloves and are using a blue-handled screwdriver to work on a white electrical outlet on a wall. The background is slightly blurred, showing a window and some wooden framing.

 rated people

WORKING IN HOMES SAFELY DURING COVID-19

A GUIDE FOR TRADESPEOPLE



While the government continues to advise that tradespeople can work inside homes during the coronavirus pandemic, you should continue to do so while taking all the appropriate measures to stay safe. To help, we've brought together the government's advice for tradespeople and our top tips into one handy guide, to make it as easy as possible to protect both you and your customers.

BEFORE YOU ENTER A CUSTOMER'S HOME





1. MANAGE THE RISK FOR YOURSELF AND YOUR STAFF

Carry out a risk assessment to make sure you're doing everything you can to eliminate the risk of COVID-19. You should include:

- What hazards there are.
- Which staff might be harmed and how.
- What you're doing to control the risk.
- What further actions you need to take to control the risk.
- Who needs to carry out the action.
- When the action is needed by.

Once you've completed your risk assessment, share it with your employees and customers. Then, download and display the government's '**Staying COVID-19 Secure in 2020**' notice to confirm that you're complying with their guidance.

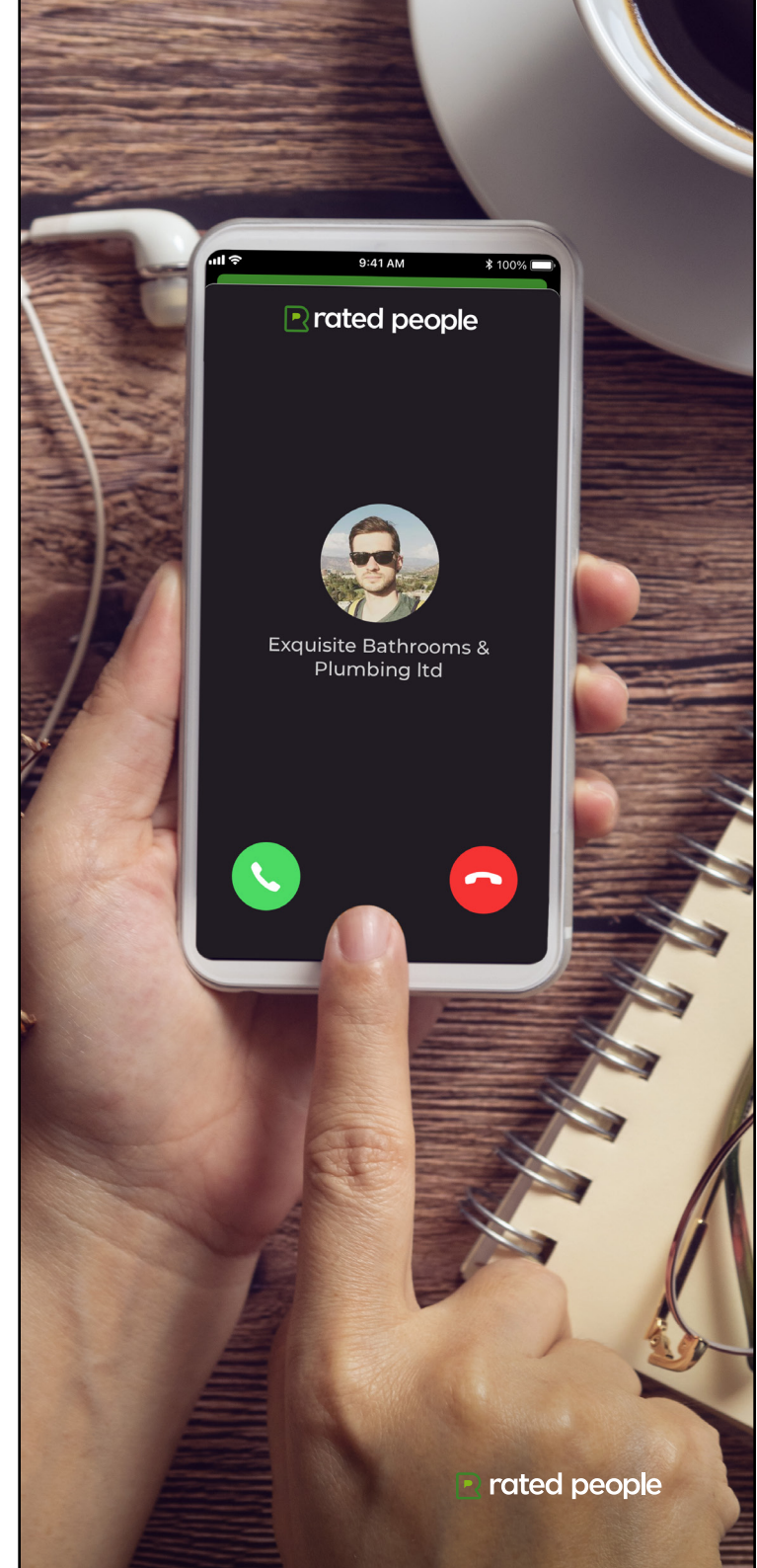
As part of risk mitigation, assess whether all visits to customers' homes are essential or if work can be postponed.

2. GET IN TOUCH WITH THE HOMEOWNER

Help them feel confident that you're working to keep them safe by:

- Asking them for photos or a video of the work that needs doing, so you can quote over the phone and avoid close contact. **Our Chat feature** is great for this, too.
- Letting them know what actions you're taking to protect them, as well as yourself.
- Informing them if you have hay fever, allergies or respiratory conditions, so they're not worried if you cough or sneeze.
- Agreeing how you'll go about your work safely before you arrive.
- Asking them if they want you to take any extra precautions beyond what you've discussed, especially if they're classed as more vulnerable.
- Asking them to remove furniture from the room you'll be working in, if relevant - i.e. painting or refurbishment jobs.

If you, the homeowner or anyone in either of your households has any symptoms of COVID-19, or are self-isolating, then the work shouldn't go ahead. You'll need to follow the government's guidance on self-isolating, and you can rearrange for the work to start after the period of isolation.





3. BRING PROTECTIVE PRODUCTS TO THE JOB

- Tissues: to cover your mouth and nose if you cough or sneeze.
- A plastic bag or bin liner: put all rubbish that you have touched, including tissues, in the plastic bag immediately after use, and wash your hands.
- Hand sanitiser: using soap and water is best, but if it's not available then use hand sanitiser.
- A thermos and water bottle: bring your own drinks with you if you're working inside a house.

KEEPING SAFE WHILST YOU'RE INSIDE THEIR HOME





- Wash your hands with soap and water frequently, for at least 20 seconds – liquid soap is better than bar soap.
- Use hand sanitiser that contains **at least 60% alcohol** if soap and water aren't available.
- Use protective gear, like safety goggles or a dust mask, if you have them.
- Clean regularly touched objects and surfaces using your regular cleaning products.
- Don't touch your eyes, nose or mouth if your hands aren't clean.
- Keep windows open so clean air is always moving through the room.
- Bulk order products from the same supplier, where you can, to minimise the number of people making deliveries to the homeowner's property.
- Maintain a 2-metre distance from any household occupants at all times.
- And, always wash your hands as soon as you get home from work.

WHAT IF 2-METRE SOCIAL DISTANCING ISN'T POSSIBLE?

You should think about whether the work needs to continue. If it does, then the government has confirmed that work can still go ahead if you stay 1 metre apart and take further actions to help reduce the risk, such as:

- Washing hands even more frequently.
- Using back-to-back or side-to-side working instead of face-to-face where possible.
- Using screens and barriers to separate people from each other.
- Cleaning equipment more regularly.





SOCIAL DISTANCING INSIDE SOMEONE'S HOME

- Tools and other working materials should be assigned to an individual and not shared. If that's not possible, then they should be shared by as few people as possible.
- Ask that all internal doors are left open, to minimise contact with door handles.
- Identify busy areas across the home where people travel to, from or through, and minimise movement within these areas.
- Bring your own food and drink to households and have breaks outside if possible.
- Limit the number of tradespeople working within a confined space and use a fixed pairing system if you have to work near each other. Allocate the same tradespeople to a household for ongoing work.

AFTER THE WORK'S DONE





- Ask the homeowner to pay you electronically – our **Protected Payments** service is a secure digital payment method which reduces the need for face-to-face contact.
- Send any invoices and other paperwork digitally – the invoice generating system on our Trades app can help you do this.
- Get in touch with the homeowner if you or anyone in your household has symptoms of COVID-19 within 14 days of the work being completed, so that they can self-isolate.

Note: Countries may approach the phases of lockdown differently. This guidance is in line with the UK government's advice and is being followed in **England**. See the specific government websites for **Scotland**, **Northern Ireland** and **Wales** for any differences.

Note: If there's a lockdown announced in the regional area(s) that you work or live in, in addition to the national lockdown, the government says that you must follow all instructions from the relevant local authority.

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STAY SAFE AND KEEP WORKING.

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