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COVID-19 Update 23 March 20 – a message to customers

24-7 Drains are taking all the relevant precautions, based on recent government advice and guidelines, to ensure our employees and customers are kept safe at all times. All support staff are working remotely from home and frontline emergency engineers have been asked to adhere to social distancing advice as issued by the government

To limit the spread of Coronavirus we have put in place additional safety measures as follows:

- Prior to attending site the customer will be asked if they have any known cases or come into contact with people who have Coronavirus, and if people on site are displaying symptoms.
- On arrival the engineer will adhere to social distancing protocols, 2 metres apart. If necessary, only communicating with the customer via phone.
- We will endeavour to resolve issues externally where possible to minimise un-necessary exposure.
- Where ever possible payments will be taken over the phone or BACs payment to minimise the need for engineers to handle the cards or use their phones. The card machine may be used but wiped down before and after use.
- Engineers will refrain from getting paperwork signed by the customer to avoid contact.
- Gloves to be worn at all times during jobs, as well as sourcing masks and hand-sanitiser to maintain hygiene levels.

We will be monitoring the situation daily and keeping updated with advice from the government – making changes or restrictions as the situation develops.

24-7 Drains are taking every precaution the government advises make sure our staff and our customers are protected from possible infection.

We are here and happy to help – please contact a member of our team for information on our services.

Mel & Leanne