

VILLAGENETWORKS

COVID-19 SITE VISIT SAFETY POLICY

Right now, your internet connection is more important than ever. As providers of an essential service, we're proud to continue our work installing, connecting and maintaining equipment. But safety is paramount. Many problems can be resolved remotely. Our support teams can talk you step-by-step through some simple routines which can usually resolve common problems. If we're required to visit your home or office, we'll need to confirm a few things first using the checklist below. Once the checklist is complete, if you and our engineers are satisfied, we'll carry out the work – with maximum attention to safe practice. If either of us has doubts, or we can't fulfil the requirements of the checklist, we'll discuss a Plan B with you. In some cases, we may decide it is safest not to proceed.

1 Is your internet required for work, education or medical reasons? YES NO

2 Is the site visit required because you have no internet access at all? YES NO

A site visit will only be considered if the answers to either Question 1 or 2 are YES.

3 Are the premises occupied by anyone: over 70, at risk, with an underlying condition, or pregnant? YES NO

If the answer to Q 3 is YES, we will discuss a case-specific plan with you, to ensure maximum safety for all parties.

4 Is anyone at the premises self-isolating? YES NO

If the answer to Question 4 is YES, we will only make a site visit for external works (ie: outside cable and aerial maintenance), subject to our engineer's agreement. All the occupants of the premises will be asked to remain indoors while the work is carried out. We may decide not to proceed.

I have completed the checklist, and am happy for the site visit to proceed

Subscriber name and signature

Engineer name and signature

Date _____

How to use this form

Read and complete the checklist. If you are happy for the site visit to proceed, sign the form, then call us on **03333 321817**. We will call you arrange the next step. If our engineer is happy to proceed, he will sign the form when he arrives, before starting work. The completed form will be retained by us. We will send you a copy via email.

Keeping site visits safe

- All our people are fit and in good health. Anyone showing any signs of symptoms of possible Covid-19 will be required to isolate themselves and work from home.
- Our engineers will sanitise their hands before and after completing their work at your premises.
- Where appropriate, our engineers will also wipe down any surfaces with which they have come into contact.

- A two-metre exclusion zone must be maintained between our engineers and others in the premises.
- You are advised to sanitise your hands before and after our site visit.
- Public Health England advise against wearing face masks as there is very little evidence that they are effective outside clinical settings. However, if you request that our engineer wears one, they will do so. Gloves are also not advised to be worn (outside normal safety requirements) as they cannot be cleaned effectively.

Symptoms

Following a site visit, should anyone at your premises show any of the symptoms set out by the NHS, you must inform us. If any of our engineers show symptoms, we will inform you.