



Plumis COVID-19 Customer and Installer Care

12th May 2020

Dear Customer,

Thank you very much for choosing to protect your home and family with Automist, especially during these trying times. As providers of life safety protection systems, we take the COVID-19 situation very seriously and have developed a plan to enable us to continue providing our customers with fire suppression solutions whilst minimising the risks to you, your household, our installers and staff, posed by the ongoing situation.

Specific measures which we will take when doing work in your home include:

- Not entering your home if any of us, or any members of our households, are suffering any flu-like symptoms.
- Asking you to confirm that no members of your household fall into the category of “clinically extremely vulnerable”. If you, or any member of your household, have received a letter informing you that you fall into this category, then we will be unable to enter your home.
- Travelling to your home in separate vehicles and avoiding public transport.
- Complying strictly with HM Government guidance on social distancing.
- Calling you, by telephone, upon our arrival to enable you to allow us access whilst maintaining a safe distance.
- Thoroughly washing our hands, with hand sanitiser, before every entry into your home.
- Wearing a face covering whilst in your home.
- Wiping down all fixtures and fitting which we touch prior to exiting your home.

As well as protecting you and your household, it is very important for us to protect our installers and employees. If anyone in your household has flu-like symptoms, please let us know as early as possible, as we will be unable to enter your property until after the prescribed period of self-isolation.

Having put these, and other, measures in place, we are confident that we can provide you with fire suppression services which protect you and your family without unduly heightening other risks. We thank you for your continued support and look forward to serving you.

If you would like to know more, please feel free to access our full risk assessment [here](#).

Kind Regards,

Glenn Hayward
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