



Coronavirus – Engineers Working Safely to Keep You Connected

To support engineers, and to keep customers as safe as possible, our engineers will:

- We will ask a set of screening questions before the Engineer visit
- Our Engineers are provided with relevant PPE and are strongly advised to wear a pair of gloves and a mask when working inside premises. There's nothing to be alarmed about, it's merely a precaution.
- Our Engineers undergo thorough training to ensure they abide by the latest health and safety guidelines set out by Public Health England, the Public Health Agency for Northern Ireland, Public Health Wales and Public Health Scotland.
- Engineers will clean down any surfaces they come into contact with, once they've finished their work in the premises.

What Questions will be asked before an Engineer Visit?

Before booking an Engineer Visit, or an Engineer entering the premises, we'll contact you to complete a customer advisory and screening. We'll ask questions like:

1. Have you or anyone in your Business been diagnosed with Coronavirus or been asked to self-isolate in the last 10 working days?
2. Do you or anyone else here have flu-like symptoms?
3. Has anyone in your Business received an NHS letter confirming you're classified as an extremely vulnerable person? (further steps will be taken, bespoke to your needs)

If you answer "yes" to any of these questions, then we won't enter your premises, or book appointments until 10 working days since calendar date of commencement of self-isolation.

If the customer answers “no” to all three questions, and we're unable to complete the job externally, the engineer can proceed to carry out work within the premises.

Will the engineer apply the 2-meter social distancing guidelines?

To ensure the safety of our Engineers and customers, Engineers will apply the two-meter social distancing as much is practically possible.

These Guidelines may be subject to change without notice.

Terms & Conditions Apply, these active guidelines may affect and cause limitations of ‘Service Level Agreement’. Your continued use of services provided by Go Cloud Communications shall be deemed to demonstrate acceptance of the terms and conditions, and of the Service Level Agreement.

The services are provided as is without any warranty of any kind. Under no circumstances will Go Cloud Communications be liable for any damages caused by delays or limitations caused by these restrictions.

Openreach Engineer visits will require further pre-appointment screening, and delays or requirements direct from Openreach are beyond the control of Go Cloud Communications.