



Covid-19 Customer Notice

At HK Kitchens and Bathrooms, the safety and well-being of our customers and team is always our number-one priority. Although we intend to carry on as normal for as long as possible, it is now becoming apparent that we are subject to fluid and ever-changing circumstances. We are actively taking extra precautions to ensure minimal disruption and risk to all parties whilst closely following the advice of Public Health England.

Our staff have undertaken the necessary training to ensure that we minimise the risk to all of our customers and especially those who are vulnerable. If you believe yourself to be classed as a vulnerable person (ie. Someone who has underlying health problems, or are over 70), please let us know at your earliest convenience so that we can propose the best solution for minimal disruption to your planned works at the lowest risk to yourselves.

Extra steps that we are taking include:

- Conducting a companywide approach, training in infection control, and providing extra Personal Protective Equipment to our staff.
- Undertaking a vigorous programme of hand washing, wearing gloves, and issuing all our engineers with industrial wipes, and wiping down all surfaces we have touched.
- Conducting extra cleaning as part of our duties and wearing face fitted and certificated masks on request.
- All our waste will be bagged and removed from your premises including gloves, masks and wipes.
- Although we appreciate the gesture, please DO NOT shake our hands, make tea, coffee or snacks for us at this time, but please DO maintain a 2-metre distance from your installer. This is to reduce the risk of spreading the virus to you and our installers.
- We will be happy to arrange CONTACTLESS visits where possible and will put in place individual plans and risk assessments to accommodate this.

We care deeply about our team and will be allowing them to take time to self-isolate, recover or care for family members when they need to. This may mean that work needs to be postponed and we thank you in advance for your patience. If you are symptomatic, please let us know in advance.

Please feel free to contact us with any questions that you may have.