



CURTIS TREE LOPPING SPECIALISTS

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Covid-19 Procedures – Clients

As we are all faced with the constant concern of catching and spreading Covid-19, we have now implemented new protocols for the delivery of our services which are aimed at keeping our clients & employees safe and to minimise the potential spread of Covid-19.

What we expect of our clients

Quotes & completing your job: While we are attending your site to provide a quote or complete a job, we ask that you wear a face mask unless you have a lawful excuse not to, that you maintain a social distance of a minimum of 1.5m and do not make physical contact with any staff member.

If you are sick or have symptoms including a runny nose, sore throat, shortness of breath, cough, sweats and chills, fever, loss of sense of smell or taste, that you remain inside your house and we can call (or you can call on the mobile number above) to speak with you while we are assessing your work and discuss any concerns while maintaining zero contact. We will be required to record your name, number and the date that we come in to contact with you. This is a part of our tracing records which will be kept for a minimum of 28 days and is for the sole purpose of tracing Covid-19.

Invoicing: Our preferred method of invoicing is via email. This eliminates all contact and is a fast and effective way to deliver your invoice to you.

Payment: Our preferred method of payment is via direct bank deposit, our invoice has our bank details on the bottom of it. We will still accept payments via bank cheques and cash.

What you can expect from us

- We will wear face masks while attending your job site unless there is a lawful excuse not to. While performing physical activity and if our employees are breathless or puffing they are allowed to remove their mask.
- We will maintain a social distance of a minimum of 1.5m
- We will ensure that if our employees are sick or showing symptoms of Covid-19 as mentioned above that they will not make contact with you and that they will be tested for Covid-19 and be issued a negative result before returning to work.
- That we will keep a tracing diary for a minimum of 28 days for the purpose of tracing Covid-19 should anyone develop symptoms or record a positive Covid-19 test.
- High standards of good hygiene.

Thank you for helping us to make a difference and keeping each other safe.

Curtis Tree Lopping Specialists Team