

Spitfire Engineer Site Visits Policy



This document outlines customer guidance and policies for site visits by Spitfire engineers during the COVID-19 pandemic.

Applies to:

- Spitfire's supplier engineers.
- Directly-employed Spitfire engineers.
- Customers for whom installation or repair visits by those engineers have been arranged.

Background:

This policy is further to Spitfire's previously stated position regarding visits i.e. that Spitfire is following Openreach's guidance.

General policy information:

See <http://www.openreach.co.uk/coronavirusengineervisit> for the latest guidance from Openreach. Spitfire's other wholesale supplier engineers are implementing their own measures, which are expected to be broadly in line with those of Openreach.

Additional policy information (for directly-employed Spitfire engineer visits):

- Only one member of customer staff may be present for the purpose of supervising our engineer.
- That member of customer staff is expected to maintain 2 metres social distancing, wherever possible.
- In order to further minimize transmission risk, face coverings should be worn by both (i) that member of customer staff and (ii) the Spitfire engineer - for the full duration of the visit. At the time of writing, UK Government guidance states "The public is being strongly urged not to purchase surgical masks. Instead the public is encouraged to make face coverings". Further information is available on the UK Government website.

Whilst we are sorry for any inconvenience it could cause, customers should note that Spitfire engineers may not enter any enclosed space where they have any concern about the implementation of mitigatory measures. In some cases, charges could apply for aborted visits. We thank customers for their understanding.

References:

[\[https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work\]](https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work)

[\[https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces\]](https://www.gov.uk/government/news/public-advised-to-cover-faces-in-enclosed-spaces)

[\[https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering\]](https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering)