

Technical Surfaces Ltd

Contactless Entry Policy

Technical Surfaces Ltd has compiled the following policy in response to the Coronavirus - Covid 19 outbreak.

- We foresee no change in our commitment to fulfil all existing maintenance bookings. If you need confirmation of your booking, please contact our Scheduling team on 0116 2405913, or alternatively log on to OTIS where all planned works are available to view. *(OTIS login details available on request)*
- For your reassurance, all of our maintenance team are DBS-checked, and this information is available to obtain in advance of attendance.
- On arrival at site, our maintenance team will not enter the premises. They will instead call the nominated contact to gain entry to the surface.
- We request that the gateways are unlocked on our arrival, to enable unrestricted access for our maintenance team and any machinery / materials.
- To reduce all contact, we request that all equipment is moved away from the playing surface and dividing nets are retracted prior to our arrival on site
- Our maintenance team will ensure that they do not come into close contact with any site personnel.
- Our maintenance team will confine themselves within the pitch for the duration of the works.
- The works will be undertaken as usual, in line with our normal high standards.
- Sanitech[®] decontaminant solution will be applied by our maintenance team to any gateway contact areas, e.g. locks, handles etc., once the works have concluded.
- We will not request that a completion certificate is signed for the foreseeable future.
- Paper copies of the completion certificates will not be issued on site; these will instead be uploaded to your OTIS portal. *(OTIS login details available on request)*
- Our maintenance team will continue to document their work by taking pre– and post-works images, to support completion of the maintenance.
- Our maintenance team has been instructed not to use on-site welfare facilities for the foreseeable future.
- We will utilise our in-house vehicle tracking system and telephone system to monitor our maintenance team whilst on site.

Bookings contact

To avoid any issues with implementing our Contactless Entry policy, please provide any change in contact details below:

Name:

Title:

Preferred method of contact:

☐

Landline:

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Mobile:

This information is vital to ensure that the above policy can be fulfilled; please consider that your usual contact details may change in the event of the facility closing. We draw your attention to item 6 (section c) in our stated Terms & Conditions of Sale & Supply:

"Where a regular maintenance contract is ordered and completion dates for Power Sweeping visits are agreed with the Customer, in the event that our operatives are denied access to the surface on a pre-agreed date and time, the Company reserves the right to charge the Customer the full value of the scheduled works"

