



# *Butler Smith*

## PIANO CARRIERS

Butler Smith Specialist Carriers Ltd, Unit 2A Highlode Industrial Estate, Stocking fen road, Ramsey, Cambridgeshire, PE26 2RB, info@butlersmith.com,  
01487 814263



## **Covid – 19 procedure for Customers**

### **Precautions and staying safe**

#### **PPE**

Our crew are equipped with mask and gloves and will arrive at the property wearing them. However, moving pianos can be physically demanding, and our crew **may remove their face covering while working** to aid breathing, if safe to do so. Please note, gloves may not always be worn while moving the piano as it can make it difficult for our crew to grip the piano.

#### **We need you to:**

Where possible we ask that only one member is present in the household, whilst we move the piano, and respect social distancing measures. If this is not possible, we ask that all other household members remain in another room of the house that our piano carriers will not be required to pass through.

To minimise the time spent in your household, you are required to ensure the route of where the piano will be moving, is completely clear of obstacles. For example, opening doors so we do not need to touch door handles. This will also minimise the contact that we will have on the surfaces in your home.

For a delivery, please ensure you know where you wish the piano to go in your property **Before** we arrive. We will ask that you wear a face mask when in the same room as our staff. Again, this will minimise the time spent in your home.

We will ask that you open any windows and door for better ventilation **before** the crew arrives and still maintain social distancing.

When collecting/delivering the piano, we will no longer require a signature. Instead, we will step away from the piano and ask you to check around the piano thoroughly. Once we have your verbal agreement that you are happy with the move and the condition of the piano, we will also take photos as proof of the move, to add to our system.

#### **Track & Trace:**

All customer contact numbers are taken will be logged and securely saved on our Haultech system. Our Haultech system allows us to track which staff teams attend each job, giving us details on dates and times jobs were completed. It also tells us which vehicles were used and what other jobs were completed for that team on the day.

If any of our staff members test positive for coronavirus the single point of contact (SPOC) will be informed. This person will then ensure that all the relevant customers are contacted who have been in contact with that staff member for the last 14 days

Should you show any symptoms of the coronavirus you are required to **inform us immediately** if we have visited your household within the last 14 days. This so that we can inform the staff who attended you job to self-isolate and carry out the necessary precautions to protect our staff.



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### **Still Unsure?**

Please do not hesitate to contact us and we will do our best to answer any queries and put your mind at rest.

If you are a vulnerable person and would like to discuss our precautions in more detail or consider any additional safety measures during your move, we advise that you contact us so we can do our best to adapt our methods as per your requests.

### **Showing symptoms?**

If you, or any one in your household start to display symptoms of COVID-19, you are required to **contact us immediately** so we can safeguard our staff and rebook your piano move when it is safe to do so.

### **Contact details**

If you have any queries or concerns, please do not hesitate to contact us:

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