

RP3 DYNAMIC

Protocols for Staying COVID-19 Secure During Machine Servicing

This document describes new protocols for ensuring that the risk of spreading COVID-19 is minimised during servicing and repair activities carried out at homes, rowing clubs and gyms. This document will be constantly reviewed as government guidance is updated.

1. **Hygiene –**

Our servicing engineers will carry hand sanitiser with them which they will apply before entering and after leaving every servicing location. They will also use a facemask whenever an individual shares the same indoor space as the servicing engineer.

2. **Avoiding contact –**

Our servicing engineers will avoid contact with surfaces where possible. They will bring their own drinks to location and wipe down any surface they come into contact with using anti-bacterial spray. We also ask that private customers move their RP3 to a garage if possible so that the engineer can avoid entering the house.

3. **Maintaining Social Distance –**

To ensure a safe social distance of 2 metres is maintained. We request that customers maintain distance from the engineer(s) while servicing is being carried out. This may mean that the engineer and customer cannot be in the same room together.

4. **Disclosure of Information –**

We request that customers inform us if they or anyone in their household or location is isolating due to showing symptoms of COVID-19. Under these circumstances, our engineer would not be able to conduct servicing or repair so the activity must be rearranged. Likewise, if any of our servicing engineers show symptoms up to 14 days before the date of servicing, we will ensure the customer is informed and servicing is rearranged.

Please contact us if you have any questions or queries regarding staying COVID-19 secure.