



Duty Of Care

We believe that we have a duty of care to protect both our clients & operatives from the Covid 19 virus to the best of our ability.

This document explains the steps we will take to protect you and your families when we visit. We also have taken this opportunity to kindly explain the steps our customers should take to ensure the health and safety of our operatives and their families. In an attempt to minimise the risk to either party even further, we are regularly checking in on the health of our operatives. This includes questions that ensure they have no symptoms of the virus and have not knowingly come into contact with someone that has the virus.

In addition to this we have recently completed the UK's first mega lab for Covid testing and 4 testing centres across London and we are able to access these testing centres should you require proof of negative testing. Please request sight of these results a minimum of 72 hours prior to MRO attendance allowing time to process a current result by emailing enquire@mroltd.com

What steps MRO are taking to improve your safety and reduce the risk of spreading the COVID-19 Virus

1. All operatives are symptom free and have had no contact with anyone that has symptoms or had symptoms of the virus for the last 4 weeks.
2. Our operatives have no cold or flu like symptoms.
3. Our operative will wear PPE where necessary in line with Government guidelines.
4. Our operatives will wear shoe covers to protect your flooring and carpet rather than removing their footwear if requested.
5. Although our operatives are always happy to meet our customers, we will be unable to accept any drinks at this current time - this is just to ensure everyone's safety
6. Operatives will maintain a safe distance of at least 2 meters at all times.
7. All operatives will be vigilant and will follow the NHS guidelines on social distancing to reduce the risk of catching and transmitting the virus.

What we are kindly asking our customers do to improve the safety of our operatives and reduce the risk of spreading the COVID-19 Virus:

1. Please designate a sink and w.c. that our operative can use whilst carrying out your installation - this is so ensure they minimise any risk by using one sink / w.c.
2. If possible, please open windows within the area that our operatives shall be working.
3. Please maintain a safe distance of at least 2 meters at all times.
4. Please ensure that all pets and children are kept at a minimum 2 meter distance from our operatives.

Should symptoms occur, please make us aware immediately and we will be happy to re-arrange your appointment at a more suitable time for you.