

TECHNICAL BULLETIN: PDA Sign Off of Completed Works (COVID-19 Conditions)

Dear Customer,

Where we attend site to install your appliance requirements, it is our standard operating practice to request that your Site Manager or Representative inspects and signs off the appliance installation, upon satisfactory completion of the works by ourselves.

Our current sign-off procedure is managed via our hand-held PDAs which require the physical application of a signature on the PDA screen to complete this process.

However, because of the current COVID-19 pandemic, and the subsequent need to review and amend our standard operating procedures in response to this situation, please note the following options available to complete our installation sign-off.

Either:

- **Our Installer can sanitise and present the PDA screen for sign off as usual**

Or if your Site Manager would prefer not to touch the PDA device:

- **Our installer can sign the PDA Completion on your Site Manager's behalf and allow you a subsequent period of 24 hours to inspect the appliance installation, and to advise directly of any issues or concerns if not satisfied with the installation.**

We trust that the above options will satisfactorily address any concerns that you may have regarding our sign off process and thank you in anticipation of your cooperation and assistance regarding this matter.

Martin Appleyard
Operations Director

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