

COVID-19

ADVISORY NOTICE

Customer Contact Precautions



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It is paramount to communicate with your customer prior to engaging in work.

You will need to discuss with the customer prior to visiting the site:

- Identify if the customer has existing health issues or is in self-quarantine
- How to minimise any close proximity or physical contact with your customer
- To ensure the employee is insulated from the work area by appropriate PPE
- To ensure the work area will be left free from contamination by the employee

This conversation is important to ensure both the employee and the customer are confident in each other's ability to reduce any infectious risk when attending the customer's home or workplace.

Steps to minimise risk of infection and spread prior to attending the customers premises:

- **Correct hand washing practices are the simplest and best step anyone can take**
Do not use the customer's hand basins, towels or toilet. Hand washing using an outside tap would be an exception. This must be done prior to and immediately after customer contact.
Hand sanitiser is an effective alternative.
- **Avoid shaking hands and respectfully keep at least 1.5m distance from persons on site where possible**
This may be awkward or un-natural to change our social nature but should be discussed with our customer.
- **Avoid touching customer's pets**
Whilst pets have not been identified as carriers, we are concerned about the possibility an infected person may have touched a pet and the potential for exposure should contact be made with the animal.
- **Protected hand contact with the customer's appliances and switchboard equipment**
Using disposable gloves (surgical type) may be the best cost-effective solution and will promote customer confidence in your ability to reduce the risk of transmission.
Gloves are recommended for handling items such as A/C filters which tend to be natural concentration points for bacteria and germs due to the nature of the filter media. If transporting used filter media, it should be bagged and tagged as potentially infected material and either disinfected as per manufacturers instructions or disposed of in accordance with local authority guidelines.
- **Reusable PPE should be thoroughly cleaned after each use in accordance with manufacturers instructions**
Single use (non-reusable) PPE and cleaning products need to be handled as potentially infected material and should be safely bagged, labelled as such and disposed of in the rubbish.
- **Use disposable gloves to handle equipment likely to have been touched or exposed to exhaled breath by a customer**
If this is not possible/feasible, staff should wash their hands as soon as practicable after touching the surface. An alternative to this is to wipe down surface areas with alcohol based wipes prior to touching surfaces. These precautions should also be considered for handling documentation between your staff and customers.



Essential Company Policies and Procedures

How your business is managing the risk of your workers transmitting COVID-19

A company risk assessment shall be made to identify how to practically implement best practice safe working procedures. The identified risks will enable the creation of control measures which will become a mandatory requirement.

You will also assess any other company employees supplying goods and services.

Warning Signage and email signatures could assist in non-contact with outside visitors.

How your business intends to protect your customer from COVID-19

Create documented policies and procedures including check lists, customer information handouts and stock inventories of PPE.

Your COVID-19 procedure needs to address:

- Identifying if the customer has existing health issues or is in self-quarantine
- How to minimise any close proximity or physical contact with your customer
- Ensuring that the employee is insulated from the work area by appropriate PPE
- Ensuring that the work area will be left free from contamination by the employee

Commercial Obligations

Re-assessing your business

You have a workplace relations policy that covers workers entitlements.

This will also involve creating a strategic plan where cash flow may require staff reductions methods.

Further specialist assistance should be sourced from your Accountant, Insurance Broker or Business Mentor.

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