



COVID 19 – POLICY & PROCEDURE FOR WORKING ON CUSTOMER SITE

Social distancing is essential in preventing the spread of COVID-19. Therefore, wherever possible servicing, changes to system configuration and rectification will be undertaken remotely via internet.

Where possible, site surveys for the purpose of system design and installation will be undertaken by means of satellite imagery, customer supplied plans and photos, and telephone discussions between the parties.

Whilst we appreciate our customers concerns in having our technicians enter their home or business during this time of crisis, we are also concerned for our staff. So, it is imperative that we work together in order to keep everyone safe.

With immediate effect, we are implementing the following procedures to minimise exposure.

Where technicians are required to visit a customer's site, the CUSTOMER IS REQUIRED TO UNDERTAKE THE FOLLOWING:

- *Provide confirmation that no one on site is suffering from or showing any symptoms of COVID-19.*
- *Ensure parking for technicians' vehicle is available as close as possible to where work is to be undertaken.*
- *If security and associate equipment is located in a cupboard, please have all items in the cupboard and the surrounding area removed.*
- *Ensure clear unobstructed access to all equipment and components.*
- *Ensure all doors are in an open position for clear access throughout your building without the need to touch handles.*
- *To ensure clear access with the least amount of contact between parties and surfaces, move any other items that may otherwise hinder such access.*

Our Technicians will undertake to:

- *On arrival our technicians will wash their hands with soap and water – which we have in our vehicles.*
- *Minimise face to face conversations. If necessary, we can use our two-way radios, which will first be cleaned with sanitation cleaning materials.*
- *We will also answer all questions over our office phone – (03) 6424 2412.*

With everyone working together, we'll get through this....



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