

# Site Visit Guidelines During Covid-19 Level 3

With the announcement that we have moved into Alert level 3 we are going to be able to carry out installation work and functional on-site inspections. All consultations will still need to be via phone, email or video calling. The safety of our teams and clients is our number one priority. We will be implementing additional precautionary measures in line with the guidelines from the Ministry of Health when arranging your site measure and installation.

This information sheet details some of the precautions our measurers and installers will be taking and things that you can do to assist us on our visit to your property.

## When scheduling a visit to a site, one of our team members will ask you critical safety questions:

- 1** Do you or anyone that is on site have any known COVID-19 symptoms which include coughing, high temperature or shortness of breath?
- 2** Have you or anyone in your bubble been at a location of interest in the last 14 days? Are you or anyone in your bubble awaiting results from a covid test?
- 3** Have you or anyone on site been confirmed to have Covid-19 or been in contact with anyone who has been confirmed or suspected to have COVID-19?
- 4** Have any other trades people or people outside of your bubble entered your home and not maintained safe practices such as physical distancing?

**If you have answered yes to any of these questions, please let our team know immediately as we will be unable to visit the site at this time and will need to reschedule for a time in the future when safe to do so.**

On the day of a scheduled site visit, you will receive another call to confirm that the details provided around the Critical Safety Questions have not changed. Likewise, we are making sure that our team members also pass all of the Critical Safety Questions.

## To make our visit as safe as possible we asked that you:

- ✓ Ensure all access ways and doors are open to areas we need to carry out works. The less door handles we touch the better.
- ✓ Physical Distancing - Keep a minimum of 2m away from our team members at all times.
- ✓ It's recommended that masks be worn at all times while in a customer's home/onsite. Wearing of masks and other PPE measures is mandatory where physical distancing (2M) isn't possible.
- ✓ Maintain good hygiene practices.

## When our team arrives on site, they will go over safety protocols with you again.

Our team members will ensure they are following good hygiene and wash or sanitize their hands and equipment prior to entering your home.

On arrival our team member will call you to let you know they are on-site and arrange non-contact access. Please do not be alarmed if our team are wearing masks, gloves or protective gear.

Although we are pleased to see you, our team members will not be shaking hands or exchanging business cards at this time. Please do not be offended, a friendly wave will suffice.

Our team members may need to access an area to wash their hands or use the restroom while on site. All hygiene practices will be carried out.

Our team members will wipe down any surfaces they have touched and remove all offcut materials from site.

The team will be keeping a record of where they have been including your home and any other site.

*This is a critical part of contract tracing.*

Our team members will be practicing social-distancing while on site, keeping at least 2m distance between themselves and any other persons. Please be mindful of this and keep a friendly distance.

*Thank you for helping us keep our team members safe and likewise you safe as well.*