



Good Health & Hygiene Procedures (Coronavirus) PETTR 130320

Applies to: All Plumber & Electrician To The Rescue technicians and staff and subcontractors

Last updated: 16 March 2020

Context

1. Why are these Procedures necessary?

These Procedures are designed to help prevent the spread of COVID-19 (Coronavirus).

Plumber & Electrician To The Rescue stakeholders include employees, customers and the community in which we operate. All sections of our society – including businesses and employers – must play a role if we are to stop the spread of this disease.

We have adopted these Procedures as a responsible and trusted industry leader. The health and safety benefits of these Procedures outweigh any inconvenience in following them.

These Procedures operate in addition and subject to:

- a. Safe Work Methods adopted by Plumber & Electrician To The Rescue,
- b. guidance and directions provided by management from time to time, and
- c. your responsible exercise of judgment in relation to individual work circumstances.

2. Where have these Procedures come from?

These Procedures take into account guidance from:

- a. Master Electricians Australia
- b. Master Plumbers Association of Australia
- c. Australian Government – Department of Health
- d. NECA
- e. Smartraveller
- f. World Health Organisation

3. When do these Procedures commence?

These Procedures come into immediate effect.

All technicians and staff and subcontractors must get familiar with these Procedures and immediately obtain any required supplies from the office or Suppliers / Shops (If you purchase items yourself, please present receipt for reimbursement).

These Procedures remain in effect until further notice and may be updated from time to time as new information and guidance becomes available.

4. What work types do these Procedures apply to?

These Procedures apply to all work carried out by all Plumber & Electrician To The Rescue technicians and staff. These Procedures apply equally to work on customer premises, in vehicles, or on company premises.

Good Health & Hygiene Procedures

Summary: As a minimum, stick to these fundamentals to help prevent an Infection:

- Wash hands thoroughly with soap and water frequently (if soap & water not available then use alcohol based hand sanitiser)
- Use alcohol-based disinfectant wipes to regularly clean your desk, phones, keyboards, steering wheel; basically anything you regularly touch.
- Don't touch your mouth, nose and eyes if you haven't washed your hands prior.
- Maintain a distance of 1.5 metres between yourself and others (especially people who sneeze or cough)
Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the tissue immediately afterward to prevent infection
- Face masks aren't recommended for people without symptoms.
- Stay at home if you have even a mild cough, cold or low-grade fever (37.3 C or more) or flu like symptoms

There are 6 key elements:

1. Arrive with clean hands and equipment

- On arrival to office or job, and on completion of each job, wash hands thoroughly using soap and water for at least 20 seconds or alcohol-based hand sanitizer.
- When you arrive at each job wipe clean your phone / tablet, eftpos machine and steering wheel with a disinfectant wipe.
- In the office, Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
- Make sure your vehicle is clean and hygienic; Surfaces (e.g. steering wheel, door handles and gear shift) and objects (e.g. mobiles, tablets, laptops) need to be wiped with disinfectant regularly, OR use Glen 20 spray disinfectant. You should carry a supply of disinfectant wipes with you.
- Ensure your vehicle has soap, paper towels and sanitiser for regular hand washing.
- Utilize P2 face masks when working in health care facilities, aged care or other at risk facilities.

2. Use judgment to withdraw from at risk situations

- Any person with even a mild cough, cold or low-grade fever (37.3 C or more) or flu like symptoms needs to stay at home. Be aware if you take medications, such as paracetamol/acetaminophen,

ibuprofen or aspirin, they may mask symptoms of infection

- **Tech's note:** If a customer presents any cold or flu-like symptoms or informs you that they have been in contact with an affected person or a person who has returned from a high risk affected country, politely decline performing the job on the day and ask the customer when is a convenient time for them in 14+ days to reschedule. Contact the Office while onsite to discuss the customer's situation.

Note: customer preparation / screening questions (see below) will now be asked by the office prior to the booking being confirmed to help protect you and avoid surprises or awkward conversations.

[Booking script]

"Can you please confirm that no-one at your home [office] who will be present during our visit:

- *has cold or flu-like symptoms, or*
- *has been exposed to a person or region affected by Coronavirus?*

[If Yes to either questions, *i.e. potential risk scenario*]

Politely decline performing the job on the day and ask the customer when is a convenient time for them in 14+ days to reschedule. Contact the Office while onsite to discuss the customer's situation.

3. Maintain physical separation

Keep a safe distance

- Maintain a minimum distance of 1.5m from customers & colleagues wherever possible in all interactions.

Avoid shaking hands

- Politely avoid handshakes (or other bodily contact) at all stages of a job. Pass a business card instead to the customer at first greeting.
- If an awkward moment arises please advise the customer we are not shaking hands as part of our focus on ensuring good hygiene habits.

Managing Manual Quotes and Invoicing or Home Safety Inspections

- Keep physical separation (min. 1.5m) when talking customers through quotes, invoices or inspections.
 - After preparing the document (Invoice or Quote) take a photo on your phone and pass your paper copy to the customer for them to study and discuss.
 - Taking a photo allows you to see and talk with the same information as the customer.
 - Upload the photo of finalized documents to AroFlo
- Keep physical separation (min. 1.5m) when talking customers through the document.
 - Invite the customer to use their own pen for signing.
 - Leave accepted documents with the customer.

4. Wear PPE

- Disposable safety gloves are to be worn at all times while on customer premises including inspections prior to commencing work.

5. Payment handling and Cash-in

Eftpos payments

- Please advise the customer that we prefer credit card or debit card rather than cash at the moment.
- Enter payment and card details yourself (with customer to verbally instruct the details) into the eftpos terminal.
- Maintain physical separation from the customers to complete the transaction.
- Pass the eftpos terminal to the customer only for entering a PIN (if applicable) and pass the printed receipt to the customer.

Cash-ins

- Please ask customers to pay using direct debit or credit (not cash or cheque) if possible.

6. Monitor your own health responsibly

If you are feeling unwell with cold or flu-like symptoms or have come into contact with an affected person or a person who has returned from a high risk affected country, please:

- notify your Manager right away,
- arrange a medical test without delay (contact your GP or local hospital first) and
- seek guidance from your Manager before returning to work.

Questions?

Please direct any questions in relation to these Procedures or their application to a specific customer job situation to your Manager.

If your question arises while on a job please contact your Manager before proceeding with work. Questions and answers will be shared with all technicians and staff where it will be beneficial to collective learning.