

# We continue to serve.



## Trust is at the heart of the matter.

We wish to reassure all valued Ken Hall customer's that during this extremely difficult and stressful time, we are a business you can trust.

Our business continuity plan ensures the continuous 24/7 operation of the Ken Hall team through all escalating coronavirus circumstances, providing South Australian's with continued access to essential community plumbing, gasfitting, electrical and roofing services.

Our comprehensive **Coronavirus (COVID-19) Ken Hall company policy** ensures all employees work safely and are educated, informed and updated on core recommendations outlined by the Australian Government and World Health Organisation; specifically regarding:

- An understanding of COVID-19
- How it spreads
- Incubation Period
- Prevention of contraction and/or spreading the virus including
  - Hygiene
  - Social Distancing
  - Restricted Travel
- Symptoms and how to seek medical attention
- Identifying COVID-19 Risk and Procedures required onsite

## We work for you.

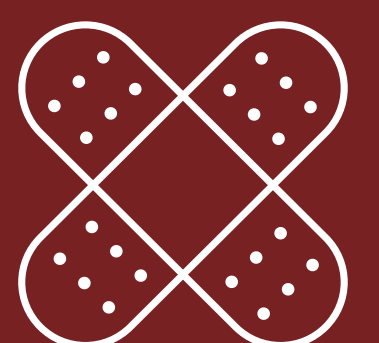
Working for you is the most important work we do each day. Our tradesmen will diligently uphold social distancing practices and enhance our already strict hygiene measures to create a safe working environment including taking the below precautions:

- Using only non-physical greetings (i.e. not shaking hands)
- Washing hands frequently for at least 20 seconds with soap and water or using hand sanitizer; including before and after visiting sites
- Wearing personal protective equipment
- Opening windows to ensure open ventilation
- Ensuring customers do not enter the work space and maintain a 2 metre distance (4 square metre rule)
- Politely requesting the homeowner to keep children (under 18 years old) and elderly occupants (over 65 years old) more than four metres away from the work area
- Wiping down all surfaces thoroughly and leaving the site clean and tidy
- Customers will no longer be required to sign Completion Cards

Ken Hall employees will NOT be permitted to work if they have displayed flu-like symptoms, traveled interstate or overseas in the last 14 days or been exposed to a suspected or confirmed case of coronavirus.

# Ken Hall

*working for you*



**#StopTheSpread**

# We continue to serve.



To protect the health and safety of our team we request all customers notify us (prior to our attendance) if you develop flu-like symptoms or have been advised to self-isolate by a health professional (including returning in the last 14 days from overseas / interstate or due to suspected exposure to the virus).

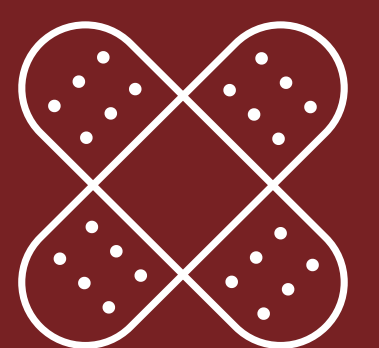
## We're here to help.

Our customer service team are here to assist with scheduling, answering questions and meeting all of your needs during this challenging time.

There are a number of important preventative maintenance requirements leading into the Winter season including gas heater services, gutter cleaning and roof inspections as well as an increase in emergency blocked drains and hot water issues. **If you need assistance, we're here to help.**

Stay safe and look after one another.

Ken Hall



**For all Ken Hall employees attending sites the following procedures should be followed as a minimum for your own personal safety and that of our customers.**

1



## Communicate

Keep the customer informed of all COVID-19 prevention measures. Advise the customer you will be setting up a safe workspace, practicing social distancing and strict hygiene during your attendance. Politely request ventilation be provided if working indoors.

2



## Risk Exchange

Complete site risk exchange and determine any areas of potential exposure. Advise if the works required are indoors or outdoors. You are permitted to ask the following questions where appropriate:

- **Has anyone in the home travelled overseas in the past 14 days?**
- **Does anyone in the home have flu-like symptoms?**

\*If the customer responds with 'yes' to either of these questions or likewise if the customer indicates they are in self-isolation please contact a Service Manager to discuss and reschedule.

3



## Non-Physical Greetings

Use only non-physical greetings i.e. Do not shake hands.

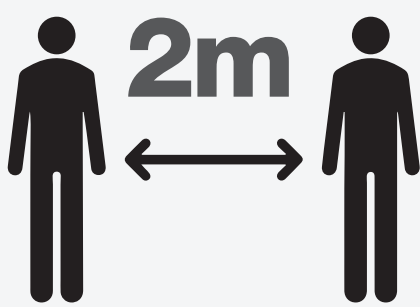
4



## Strict Hygiene

Wash hands frequently including before and after every job. Avoid touching your eyes, nose or face. Hand sanitizer has been provided for every Ken Hall van if water or soap are not available.

5



## Social Distancing

Apply social distancing measures by maintaining a 2m distance from the customer at all times (4m from children under 18 or elderly occupants over 65) and isolating your work space (1 person per 4 square meter rule)

6



## PPE

Wear appropriate PPE where required i.e. gloves, face masks, eye protection. Open a window for ventilation where available.

7



## Cleaning

Disinfect and wipe down all surfaces before and after the job, including all surfaces you have come in contact with. Leave the site clean and tidy.

**Ken Hall**  
working for you

## Completion Cards

Return to the front door and leave a completion card with the customer. Customers are **NOT** required to sign the completion card.

