

**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.

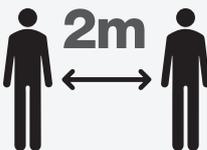
4



## 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.

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## 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.

