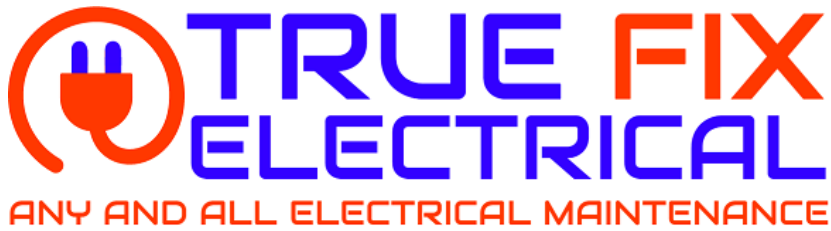


COVID-19 MANAGEMENT PROCEDURE FOR CUSTOMERS



True Fix Electrical
Sarina Based

We are committed to protecting our staff and customers from the transmission of this virus.

Our business has in place robust systems to manage this health issue. This information sheet is to explain the 'on-site' processes we have in place for our staff to provide service to you, whilst minimising the risk of COVID-19 transmission.

- Our staff will not shake hands or touch you or your pets. Please keep your pets and any children away from our staff. Where possible we ask you keep **AT LEAST 1.5m** distance from our staff.
- Our staff are to avoid any face to face conversations while onsite. We plan to manage this in the following ways:
 - Establish clean communication channels ie phone and email
 - We will ask for photos and/or video of what you are wanting done, or having troubles with when we take your booking
 - We will make sure that we all understand what is required before our staff member attends site
 - Our staff member we ensure your satisfaction, prior to leaving site.
- Our staff will wash their hands before commencing work and when work is completed. Our staff have received instruction on correct hand washing in accordance with the recommendations of Australian health authorities. If using soap and water, they will take 20 to 30 seconds to lather their hands correctly. We have provided them with material to dry their hands.
Where soap and water are unavailable, our staff will use alcohol-based hand steriliser solution to clean their hands effectively.
- If our staff are working on equipment likely to have been touched by you, where feasible they will use disposable gloves to handle exposed surfaces. If this is not possible/feasible, staff will wash their hands as soon as practicable after touching the surface. An alternative to this is to wipe down surface areas with alcohol-based wipes prior to touching surfaces.

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- If our staff are required to enter any internal space within your property, you will be required to vacate all rooms, hallways or any other area required to be accessed, for the entire duration of the visit.
All windows and blinds are to be wide open, air conditioners and ceiling fans to be switched off, and doors jammed open.
We also request for all areas requiring access to be of an acceptable level of cleanliness, as to be assessed by the attending staff member at the time of visit.
- Once we have exited your property it is recommended to leave the area to ventilate for a period of time prior to re-entry.
- We will avoid handling all documentation between our staff and you the customer. An email address and mobile phone number will be required to be supplied for the issue of documents.

These are a base of minimum standards we are adopting, and are likely to increase in stringency as health advice changes.

This COVID-19 MANAGEMENT PROCEDURE FOR CUSTOMERS is under constant review and is subject to change.

If you have any questions/concerns about our safety management steps, please contact our management team at:

Call: 0400 803 357
sales@truefixelectrical.com.au

Queensland Electrical Contractor Licence Number 81361

