

## SERVICE TECHNICIANS COVID19 LEVEL 3 POLICY FOR SERVICING CLIENT SITES

The below servicing policy is based on an industry wide standard created by representatives from NZ plant hire businesses



### ACCESS AND SIGN IN ONCE ON SITE

- All access following client communication
- Where practicable, let contact person or receptionist know when you arrive on site and on departure (by text if office/location is closed)
- To maintain access cards and codes securely where provided to allow autonomous access where provided by client
- Out of hours work to be arranged with client on a case by case basis
- Sign in and sign out of all locations using the NZ Covid Tracer app on work phones

### TRACKING MOVEMENT

- All techs complete allocated runs in scheduled order
- All jobs marked complete and automatically time and date stamped for accurate tracking
- Vehicle GPS records kept for further verification
- Electronic record of site visits available

### PHYSICAL DISTANCING WHILE ON SITE

- To maintain 'social distancing' of 2 metres at all times
- Hi Viz to be worn to alert customers to our onsite presence
- Use of trolley (labelled and high vis marking) to provide mobile visible physical barrier where applicable.
- Cone and sign for any point where tech will be in the same place for more than 10 minutes (e.g. interior garden / plant wall)
- Staff to comply with individual company Covid 19 policies

### CONTACT WITH PHYSICAL SURFACES

- Latex gloves to be worn throughout servicing
- Staff to ask to be given access to the service/cleaner's cupboard or any area they can access water rather than use staff kitchen (water access to be updated on all runs).
- Staff to have surface disinfectant solution and use as required (taps and door handles)

### ADDITIONAL HYGEINE MEASURES

- Servicing equipment to be disinfected at end of each day
- Staff member to use personally issued tools and equipment only
- Disinfect mobile phone at start, middle and end of day
- Disinfect vehicle -steering wheel, gear stick, hand brake and door handles daily
- Only 1 staff member in a vehicle, staff to use allocated vehicle only

#### All staff have been briefed on:

- Personal hygiene preventative measures
- What to do if they are sick (non Covid-19)
- What to do if they are advised to self-isolate as a result of being in contact with someone potentially exposed to Covid-19
- What to do if they are worried about being exposed to Covid-19
- What to do if someone in their family gets Covid-19
- What to do if they catch or think they have Covid-19
- What to do if they are recovering from Covid-19

### STAFF ELIGIBILITY & PERSONAL CONDUCT

- Only Service Staff who are well & with no flu-like symptoms are eligible to service
- Only service staff that are in households or bubbles with no known cases of COVID - 19 are eligible to service
- Only service staff with no one in their household or bubble with COVID - 19 like symptoms will be eligible to service
- Service Staff will travel direct from their home to work / customer sites site for servicing, minimising contact with others

### USEFUL LINKS

[Ministry of Health Facemasks and hygiene advice](#)

[World Health Organisation guidance on PPE use](#)

[Worksafe NZ advice for businesses](#)

[Latest health advice from the NZ Government](#)

