

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

- Maintain client communication during Level 3 regarding site access
- 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 are marked complete and automatically time and date stamped for accurate tracking
- Vehicle GPS records are 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
- Staff to comply with individual company Covid 19 policies

High traffic sites

- 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)

ADDITIONAL HYGEINE MEASURES

- Servicing equipment to be disinfected at end of each day
- Face masks to be worn while servicing at client sites
- 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](#)

