



<b>1. Background</b>	
<b>Why</b>	Safe Hire must ensure the safety of team members and customers during the Civ-19 Pandemic Level 3 Lockdown
<b>Any other useful information</b>	Refer to the following: <ul style="list-style-type: none"> <li>• HIANZ Website – COVID19 support - <a href="https://www.hianz.net.nz/covid-19-support">https://www.hianz.net.nz/covid-19-support</a></li> <li>• Government COVID-19 Website <a href="https://covid19.govt.nz/">https://covid19.govt.nz/</a></li> </ul>

<b>2. Health and Safety</b>	
Any specific Personal Protective equipment necessary for this activity?	Yes, <ul style="list-style-type: none"> <li>• Protective gloves for Safe Hire Team Members and Customers.</li> <li>• Face mask (if Team Member requires)</li> <li>• Spray equipment with solution.</li> </ul>
Are there any specific precautions to observe?	<ul style="list-style-type: none"> <li>• The collection of pre-booked orders only. No 'walk-ups'</li> <li>• Only one customer allowed in Office at a time if required.</li> <li>• Only one person per party out of vehicle (Any others must remain outside or in their vehicle).</li> <li>• Protective Latex Gloves and hand sanitiser will be available -if client asks.</li> <li>• Remind customers of minimum 2-meter distancing between customers and Safe Hire team Members.</li> <li>• Safe Hire team Members only will load the equipment into the customers vehicle.</li> <li>• Signage at Gate and at Front Door (gate will be closed with Phone number on it)</li> <li>• Information published on Safe Hire and Website.</li> </ul> <p>Review in relation to the Risk Assessment document. Further actions may be identified after the first toolbox meeting.</p>



<b>3. Phone Order Procedure</b>		✓
Customer rings and wishes to order equipment for collection.		
<p>Upon taking the call you must ask the following statements and questions:  <i>"Before taking your order I'm required to ask a few questions:</i></p> <ul style="list-style-type: none"> <li>• <i>Firstly, where are you calling from? To minimise the risk of inter-regional transmission we are only supply equipment to customers in the Nelson/Marlborough Region.</i></li> </ul> <p><i>A couple of health-related questions:</i></p> <ul style="list-style-type: none"> <li>• <i>Has anyone in your household had contact with a person diagnosed with Covid-19?</i></li> <li>• <i>Is anyone in the household unwell?"</i></li> </ul> <p>If they reply 'No', continue. If they reply 'Yes', you must decline the booking.</p>		
<p>Discuss details of what the customer requires, price and availability.                      Advise the customer that payment can be made either over the phone by credit card or by direct credit or by credit card at time of collection using the EFTPOS terminal (Both Hand sanitiser and protective gloves are available)</p> <p>Ask for email details and email them a copy of the contract.</p>		

<b>4. Collection Procedure</b>		✓
Customer arrives to collect the goods.		
<p>Signage at Gate and Front door advise Pre-booked order only, only one person to collect goods.</p> <p>Safe Hire Team Member greets customer, pulls up order. Team member collects information on the Contact Trace Register. Payment made (if required).                      Safe Hire Team Member advises customer of which machine and wait by their vehicle while observing 2-meter rule.</p> <p>Safe Hire Team Member hooks up trailer etc ON THEIR OWN. Team Member takes photos of equipment loaded in/on vehicle as confirmation of equipment taken.</p> <p>Safe Hire Team Member refers customer to Health &amp; Safety information on website, provides information on how to start and operate the machine etc as necessary or does over the phone induction.</p> <p>Safe Hire Team Member advises customer of procedure for goods return and shows customer the quarantine area.</p>		



## 5. Equipment Return Procedure

✓

Customer arrives to return the goods.

Customer parks by "Inwards Goods" / quarantine area / forecourt.

Safe Hire Team Member greets customer, unloads equipment and any other items (eg fuel container). (Take photos of returned gear as confirmation of returned equipment)

Safe Hire Team Member at inwards goods advises office of the return of the goods. Customer departs the premises

Safe Hire Team Member follows cleaning and sanitizing protocol.

## 6. Any additional references

✓

No

## 7. Document review

Prepared by:	Osh Box	Checked by jkf	18/8/21
Date for revision	N/A		