

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

2. Health and Safety	
Any specific Personal Protective equipment necessary for this activity?	Yes, at collection and cleaning: <ul style="list-style-type: none"> • Protective gloves • Face mask (if Team Member requires) • Spray equipment
Are there any specific precautions to observe?	No, review in relation to the Risk Assessment document

3. Phone Order Procedure		✓
Customer rings and wishes to order equipment for delivery.		
You must ask the following statement and question: <i>"Before taking your order I'm required to ask a few questions:</i> <ul style="list-style-type: none"> • <i>Has anyone in your household had contact with a person diagnosed with Covid19?</i> • <i>Is anyone in the household unwell?"</i> <i>If they reply 'No', continue. If they reply 'Yes', you must decline the booking.</i>		
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. Ask client for any site-specific rules (ensure delivery driver knows) Ask for email details and email them a copy of the contract.		
Ask for details of the designated 'safe' area where the goods can be delivered and the best mobile number to contact them. Advise them that the delivery area <u>must</u> be outside, and all pets <u>must</u> be restrained.		
Remind customer that we will be observing Ministry of Health requirements for physical distancing (at least 2 meters) and no bodily contact.		

Remind the customer that the equipment must remain on site and to prevent cross-contamination the equipment cannot be used by any others outside the address (such as neighbours).	
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4. Delivery Procedure ✓	
<p>At the customers premises:</p> <ul style="list-style-type: none"> • If the customer is present, ask if there has been anyone in the household has become sick since the equipment was ordered. If there has been a change in health circumstances depart the premises as quickly as possible. • Remind them of 2-meter physical distancing. • Identify the place for delivery. • Put on latex gloves (and facemask if required). • Place the goods in the designated delivery area. • Take photos of equipment delivered for confirmation • Spray the equipment with and advise the customer to leave the equipment for 15 minutes before using. • Advise the customer on how to use the equipment. (preferably by phone) • Refer the customer to the Business Health & Safety website page or the specific product page for information on its use and/or the equipment safety data sheet. • Drop off any additional materials such as extra fuel. • Advise the time of probably collection. 	

5. Collection Procedure ✓	
<p>At the customers premises:</p> <ul style="list-style-type: none"> • Put on Latex gloves (and facemask if required). • Spray the equipment with solution and wait five minutes. • Load equipment onto vehicle and return to Business site. 	

6. Handling Procedure ✓	
<p>Upon returning to Safe Hire:</p> <ul style="list-style-type: none"> • Put on Latex gloves (and facemask if required). • Place equipment in designated isolation area • Spray the equipment with solution and wait five minutes. • Wash hands with warm soap and water • Hose equipment down with unpressurised water (if possible) • Clean as per normal • Spray with sanitizing spray. 	



7. Any additional references ✓	
No	

8. Document review			
Prepared by:	Osh Box	Checked by JKF	18/8/21
Date for revision	N/A		