



Customer COVID-19 Safety Questionnaire

This policy has been developed, implemented and authorised by Adam Hirst, Managing Director of Home Efficiency Group, who can be contacted directly on 0438 426 340 if there are any queries. Jobs may need to be postponed due to higher risk Coronavirus situations..

What	Compulsory questionnaire for all HEG™ contractors to ask customers prior to being onsite. It is our policy that if any of the following questions are answered in the affirmative, that we will need to delay your installation or service for a minimum of 2 weeks, at which time we will re-ask these or other questions..
Why	To support the Tasmanian and Australian government's regulations to reduce / slow the spread of Coronavirus and associated COVID-19 disease. We care for your safety, the safety of our installation partners, staff and the community at large.
When	Prior to entering a commercial or residential premises for the purposes of work
How	HEG™ representatives may ask these questions prior to travel to, or entry to, your home or business.

Questions

1. Are you currently self-isolating due to recommendations from authorities?
2. Have you returned from interstate travel, international travel or a cruise ship in the previous 2 weeks?
3. Have they been in contact with a confirmed case of COVID-19, or been in contact with a person that has been tested for COVID-19 and is pending the results of that test?
4. Are you or a member of this household or business experiencing any cold and flu-like symptoms including, but not limited to, fever, dry cough or aches/pains?

If any of the answers are in the affirmative, then we necessarily need to postpone this job for a minimum 2-week period. If the answer to these questions are all negative, could you please indicate a suitable washbasin or tap for them to thoroughly wash their hands with soap and water prior to commencing work.