



**HEG**<sup>TM</sup>  
HOME EFFICIENCY GROUP

*Passionate about  
energy efficiency*

## Customer COVID-19 Policy Statement

Dear Customers,

Home Efficiency Group (HEG<sup>TM</sup>) is dedicated to preventing the spread of COVID-19 and prioritising the health of both customers and staff. Due to the ongoing pandemic, we are implementing procedures to keep both our customers and staff safe whilst continuing to complete works.

Unless otherwise directed by the Commonwealth or Tasmanian Government, we are continuing to complete external site visits (where necessary) and onsite / in-home installations. Since most of our work is completed either in the roof space, sub-floor area, on the roof or in a switchboard, we do not require to spend a lot of time within the liveable part of your home, although it is necessary to access it. Following government guidelines, we believe that inspections and installations can be completed in a safe and timely manner if we work together.

### **HOW WILL WE STOP THE SPREAD OF COVID-19 DURING SITE VISITS AND INSTALLATIONS?**

- Staff and contractors will be practicing social distancing from customers and each other, both indoors and outdoors.
- Staff and contractors will be practicing non-contact greetings (i.e. no handshakes).
- Minimising the number of people required at your premises to carry out works.
- Implementing good hygiene practices
- Ensuring workers who are unwell stay at home
- Abiding by quarantine and self-isolation rules as required
- Arranging contactless payment
- Keeping our staff, contractors, and work practices up to date and in line with official information, health advice and requirements throughout the COVID-19 pandemic.

### **HOW CAN YOU ASSIST US DURING THIS PANDEMIC?**

In the interest of minimising health risks and complying with State and Federal Government requirements, we would appreciate your assistance us with the following:

- Answering the health safety questions in the *HEG<sup>TM</sup> Customer COVID-19 Form*, prior or during any scheduled site visits and installations. If you answer 'yes' to any of the questions on this form, or your health condition changes after completing the form, we may need to reschedule your work. The information provided in this form will remain confidential and protected in line with relevant privacy legislation.
- The most important aspect is to maintain social distancing requirements and avoid physical contact (i.e. handshakes) with our staff and contractors. Once installation locations and other specifics are determined, you will be able to leave our installers to complete their work.

- Making available somewhere for our staff to wash and dry or sanitise their hands upon arrival, before departure, and at any other time they feel is necessary while they are working at the premises.
- Providing the most direct and non-invasive access possible to the area where works are being carried out, even if this means staff and contractors must walk around your house to a rear door.
- Securing pets so that we can leave an access door open for the period of the installation – this will help us limit touching of door handles etc.
- Keeping benches and other surfaces clear in the areas we need to install.
- Once our staff and contractors are finished, please wipe down any benches, doors, and other surfaces that we have been in contact with.

Your cooperation during these unprecedented times is greatly appreciated. We thank you for your understanding and for helping us put everyone's health and safety first. Please contact us if you have any questions or concerns about how your site visit or installation works will be carried out.

Respectfully,

The Team at Home Efficiency Group