

Dear Contractors and Staff,

The health and safety of our customers, and our and your employees and contractors, are extremely important to us.

The evolving situation with COVID-19 means we need to exercise caution when physically attending the homes and properties of our customers. We've now introduced a set of minimum questions you must ask all customers, employees and contractors before you visit a customer's property.

Also refer to other COVID-19 documentation from other authorities providing additional information, where there is inconsistent communication please ensure you take the most conservative and safest approach at all times.

You may also ask additional questions once you've completed the following initial screening.

1. Questions to ask customers before visiting their homes and properties

If the customer answers YES to any of the questions below, please notify our office immediately.

Please ask these questions over the phone. The questions apply to the customer and anyone else living on the property.

- Have you, or a member of your close family, returned from overseas in the past 14 days?
- Have you, or a member of your close family, had contact with any confirmed cases of COVID-19 in the past 14 days?
- Have you or others been self-isolating at your property?
- Have you, or a member of your close family, had contact with any suspected cases of COVID-19, including anyone waiting for test results, in the past 14 days?
- Do you have any symptoms of COVID-19, including, flu-like or respiratory symptoms, a fever, cough, sore throat, shortness of breath.

2. Questions to ask your employees and contractor staff etc

If an employee or contractor answers YES to any of the questions below, they are not allowed to attend the property of any Insuraplex projects.

- Have you, or a member of your close family, returned from overseas in the past 14 days?
- Have you, or a member of your close family, had contact with any confirmed cases of COVID-19 in the past 14 days?
- Have you or others been self-isolating at your property?
- Have you, or a member of your close family, had contact with any suspected cases of COVID-19, including anyone waiting for test results, in the past 14 days?



- Do you have any symptoms of COVID-19, including, flu-like or respiratory symptoms, a fever, cough, sore throat, shortness of breath.

If you are safe to proceed with the property visit because you, your employees and contractors have answered NO to the questions above, please let the customer know your employees and contractors have been assessed as safe to attend the property after completing the COVID-19 screening questions.

3. What do I do if it's an urgent make safe job?

For external make safe jobs: Please take into consideration the site's complexities and the safety of your employees and contractors before going ahead. Please exercise good judgement.

For internal make safe jobs: If the make safe involves internal access, please contact our office prior to proceeding to discuss the project and its circumstances.

4. During the property visit

If all parties are comfortable for the customer visit and/or work to proceed, please ensure you adhere to the latest social distancing requirements as set out by the Government, see health.gov.au for more information.

This includes:

- Hand hygiene – wash your hands for at 20 seconds and use hand sanitiser regularly.
- Maintain a distance of at least 1.5 metres and within closed spaces there should be no less than four square metres of space per person.
- Do not shake hands or make physical contact
- Respiratory hygiene - always cover your mouth when you cough or sneeze.

In summary

We are asking you to please screen your customers, employees and contractors to ensure we are doing everything possible to keep the community safe.

Please ensure you continue to read this document on a daily basis or whenever attending an Insuraplex project as the content and advice from authorities is continually changing.

We thank you for your support and assistance in dealing with this issue.

Insuraplex Management

COVID-19 weblink doc updated 26th March 2020