

## COVID-19 CUSTOMER INFORMATION SHEET

### About this Information Sheet

This information sheet has important information on Company arrangements for COVID-19 and the actions we are taking to manage risk and to prevent the spread of COVID-19.

### What is COVID-19?

COVID-19 is a new coronavirus disease that originated in China in 2019 and has spread around the world. It is highly contagious and there is currently no vaccine. It is important to protect yourself, and to help us to protect you and our [Company] staff.

### How does COVID-19 Spread?

COVID-19 spreads primarily through contact with an infected person when they cough or sneeze and by transferring the virus to surfaces or objects. It spreads when a person has contact with the infected person, touches a surface or object that has the virus on it, then touches their eyes, nose, or mouth.

### What about services from [Company]?

[Company] are committed to protecting health and safety and are following Government guidelines to provide what services we can safely. We are taking active steps to manage the risks of COVID-19 through safe work procedures and information for staff and those we work with.

You will see that we have made changes to our services and the way we work, including:

- Providing COVID-19 information for staff, customers, visitors and contractors
- Arranging for our staff to work from their home-work base
- Limiting numbers and increasing distances in our offices and work areas
- Calling customers to check in before providing services
- Including COVID-19 controls in our services (distancing, gloves, hand sanitisers, disposables etc.)

Look out for the COVID-19 information and please ask if you're concerned or any questions.

### What can you do?

You can protect yourself, and our staff to help prevent spreading the virus by:

- Following Government COVID-19 directions and the COVID-19 information we provide
- Telling us if you have staff who have tested positive or had contact with a COVID-19 positive person
- Staff self-isolating if unwell or COVID-19 positive and not coming to work (cough, fever, fatigue etc.)
- Ensuring regular hand washing for 20 seconds, with soap and water or alcohol-based hand sanitiser
- Avoiding close contact (1.5 meter or 4 feet) with our staff where possible
- Ensuring staff do not touch our equipment unless permitted and only if their hands are clean

Thank you for helping us work safely and protect you, our staff and others we work with.

### Further Information

If you have concerns or need further information contact [add details].

[Name, Position] [Company] [Date]

## DOCUMENT HISTORY AND TRACKING

[Remove this page prior to issue if not required]

### Document History

Version	Section/s Modified	Brief Description of Amendment	Author	Approver	Issue Date
1.0					

### Document Tracking

<b>Document Name</b>	COVID-19 Customer Information Sheet
<b>Prepared by</b>	<Prepared By>
<b>Reviewed by</b>	<Checked By>
<b>Approved by</b>	<Owner>
<b>Date Approved</b>	Click or tap to enter a date.
<b>Status</b>	Choose an item.
<b>Document Number</b>	<Document Number>
<b>Version Number</b>	<Version Number>
<b>Review Date</b>	Click or tap to enter a date.

Template