



Australasian  
**Timber Flooring  
Association**

Local professionals,  
world-class standards.

## Customer Welcome Checklist

### Onsite COVID-19 Safety Practices

Dear Customer,

We're committed to ensuring your health and safety during these unprecedented times. Our staff, tradespeople, workers and sub-contractors will practice safe and healthy work practices while on site at your property.

Our people will apply and use the following throughout our business dealings:

- Alcohol-based hand sanitiser or soap
- Disinfectant wipes
- P2 masks
- Clear safety glasses
- Nitrile gloves
- Disposable bags

#### OUR COMMITMENT TO YOU

We will:

- ask you the following questions prior to attending:
  - o *"Have you or anyone at the property been diagnosed with the COVID-19, met someone with COVID-19, developed symptoms (such as fever, cough, sore throat or shortness of breath) or been advised to self-isolate by a health professional?"*
  - o *"To the best of your knowledge, has anyone returned from countries listed as 'high risk' by the Government in the last 14 days?"*

***Important – if you answer 'yes' to either question, we will work with you to postpone the job to a safer time.***

- only attend site if we are not showing flu-like symptoms
- wear P2 mask, safety glasses and nitrile gloves at all times
- be friendly and welcoming, however, we will not shake hands with you
- apply 1.5m social distancing
- sanitise our hands regularly and particularly after breaks, lunch and toilet breaks
- not touch onsite surfaces other than those we are working on
- cover our mouths if we sneeze or cough into our elbow
- wipe down all our equipment and sanitise our hands at end of the job
- dispose of wipes and nitrile gloves in a disposable bag (tied off or sealed) and dispose of the bag in an offsite garbage repository.