

## COVID-19 MITIGATION OF EXPOSURE & TRANSMISSION PROTOCOLS



At Next Gen Floor Care, we are very aware of the fear and uncertainty in the community about the COVID-19 virus and would like to assure you that our business will continue to provide the same high quality service, whilst at the same time taking necessary measures to ensure we are mitigating the risk of exposure or transmission of the COVID-19 virus amongst the community.

Our measures include a combination of education, process controls, additional precautions, as well as added flexibility to the business to ensure we can service your needs in a low risk manner.

Our controls are as follows:

- All technicians have completed a government facilitated learning module **“Infection Control Training – COVID-19”**. An example of which is displayed.
- Technicians will ask customers the significant questions about possible exposure to the COVID-19 virus, whether they have been unwell, whether they have been travelling recently or been in contact with anyone that has. If there is any known possibility that anyone in the premises has a possibility to be exposed to the virus by any of the above means, they will not undertake any work on the premises.
- All technicians make a conscious effort to minimise the amount of person they interact with at each site, and record a log that can be tracked if needed in the case of infection.
- All technicians wear sterile gloves and masks on site to minimise exposure.
- A disinfecting agent is added to all cleaning products as an additional service free of charge.
- All equipment is cleaned and sanitised between sites.
- All technicians respect the social distancing regulations outlined by state and federal governments, and continue to monitor and adjust work practices accordingly.
- A **contactless** service is also available where we can attend whilst the house is unattended to minimise the interaction between persons.

If you have any questions about our services throughout these times, or have any special requirements, don't hesitate to contact us.

Kind Regards,

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