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**Important: Safety Message from Next Generation Energy Pty Ltd.**

COVID-19 is an unprecedented event that is creating challenges for all industries and workplaces around Australia. As government health and safety precautions ramp up, it is a challenge to know how these changes impact your workplace - installing in the field.

We required your cooperation and swift action. Next Generation Energy Pty Ltd has put together some important advice below to help you keep you, your colleagues, your customers and your families safe. Compulsory policies and procedures will be disseminated over the next few days. So please be proactive and stay tuned.

## ****Managing risk in install teams****

In order to protect your workforce, it’s important to practice social distancing with teams. Because solar work takes place mostly outside, the risk of contracting COVID-19 is lower than in other situations. However, some suggestions to further reduce the risk include:

* put installers and apprentices into dedicated, small teams for the duration of the pandemic
* avoid having more than one team on an installation
* set a roster for start and lunchtimes to ensure there is no contact between teams during the day
* maintain a 1.5m space between individuals wherever possible
* limit all contact, including car sharing, between staff who are not working together daily.

## ****Before installers attend a site****

**Communicating with customers**

Communicate with your customers about the steps you and your team are taking to ensure their safety. Do this before they attend the site to ensure they are aware of the steps they need to take to assist.

During this call/email, it is also prudent to ask the following questions to ensure the safety of staff attending site:

* Has anyone at the property been diagnosed with COVID-19/Coronavirus?
* Has anyone at the property been in contact with a known case of COVID-19/Coronavirus?
* Has anyone at the property returned from overseas in the last 14 days?
* Has anyone at the property been ordered into isolation by the Department of Health or another relevant agency?
* Is anyone at the property feeling unwell and showing symptoms of COVID-19/Coronavirus?  
  Symptoms include fever, cough, sore throat, shortness of breath.

If the customer answers yes to any of these questions, re-consider attending site at the currently scheduled time. Consider additional safety measures for the team like:

* face masks
* no face-to-face contact with the customer or anyone at the property
* avoiding using the bathroom/entering the building at all.

**Documentation**

This information will feed into SWMS. COVID-19 should be identified as a hazard. The customer's responses to the above questions outline the likelihood of infection and will dictate the mitigation strategies taken.

**Personal protective equipment (PPE)**

Include some items to ensure risks can be appropriately managed on site:

* soap and water to wash your hands
* alcohol-based hand sanitizer
* alcohol-based wipes
* tissues
* paper towel or enough clean rags to dry your hands
* surgical gloves
* face masks.

## ****On-site****

**Practice good hygiene**

These are the obvious ones - avoid touching your own face. Touching should be avoided as much as possible. Wash your hands with soap or disinfect using an alcohol-based solution:

* before attending site
* after using the bathroom
* before and after eating
* after leaving site
* if your hands look visibly dirty.

Notes on handwashing:

* Take your time. The World Health Organisation recommends taking 20-30 seconds. Time it a few times to get it right.
* Bring along something to dry your hands on. Chuck it in the wash at the end of each job or use something disposable.

**Use of surgical gloves**

When working on parts of the job that may have been touched by unknown persons (i.e. fuse boxes, garage doors, handling documentation or cash) wear disposable gloves. Surgical gloves come in a range of sizes and are designed not to hinder dexterity.

If it is not possible to wear gloves, before and after touching the surface:

* wipe down the surface with alcohol base disinfectant wipes and
* wash or disinfect your hands.

**Maintain social distance**

When attending the site, this means:

* avoiding physical contact with your customer and their pets
* keeping 1.5m between you and anyone on site
* if you sneeze or cough, cover your nose and mouth with your elbow or a tissue and dispose of it immediately

If you are feeling unwell, stay home and seek medical advice.

**Handling paperwork**

Wear gloves when handling paperwork or pens that may be passed onto the customer or provide soft copies via email.

If you’re collecting signatures using a touch screen, wipe it with alcohol-based wipes between users.

**Cleaning up**

Once the job is done, with alcohol-based wipes, wipe down any areas that anyone from the property may touch.

As this crisis is evolving every day, Next Generation Energy PTY LTD will keep you updated with the latest health and safety requirements. Please read every communication that is sent to you and implement accordingly. Stay posted for further requirements.

For further information call Daniel Ladgrove 0417 769 217