



COVID-19 Safety Management Plan

At Voltair Airconditioning, the health & safety of both our customers and team is our number one priority. The Voltair team has been formally briefed and trained on all relevant COVID-19 safety information and procedures, taking advice from the Department of Health.

Unit 2, 54 Weedon Close Belconnen ACT 2617

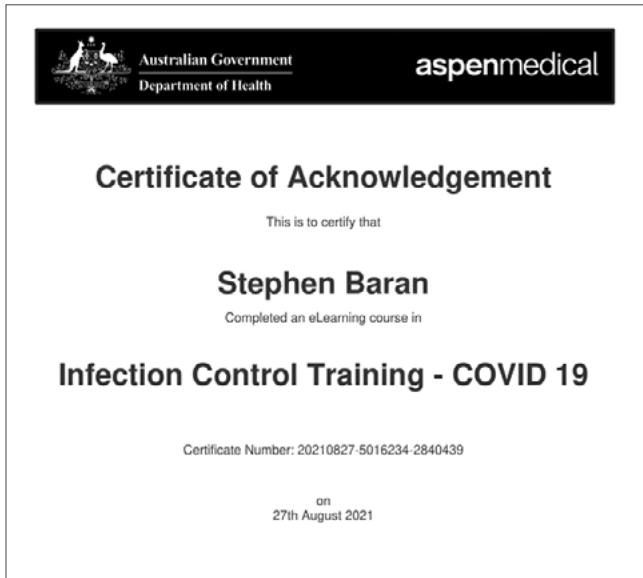
Phone (02) 6156 3541 Email admin@voltair.com.au

Website voltair.com.au



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Infection Control Training

Our Voltair technicians have completed the COVID-19 Infection Control Training by the Department of Health. Our team are kept informed and up to date with current and evolving Government advice on how to minimise the spread of COVID-19.

Physical Distancing with Customers

Our team is ready to return to installations and servicing thanks to the easing of restrictions in the ACT. Before we interact with you or enter your home, you can be assured that we are undertaking multiple measures to keep you and your family safe, including keeping at least a 1.5 metre distance between our team and our customers.

As we interact with you, be aware of the following:

- We have a strict no shaking hands policy. You can greet us with a friendly wave!
- Our technicians have been instructed to maintain a 1.5+ meter distance when on site.
- Where possible, it is best if you and your household members do not linger in the same rooms and/or areas as our technicians during a service or installation.

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Hand Washing & Hygiene: Safety for us and for you

- Our Voltair vans are all fully equipped with hand washing facilities. Our technicians will wash their hands before commencing work and once work has been completed.
- Our technicians have been trained on correct hand washing procedures in accordance with Australian health authorities. We also expect you and your family to wash your hands regularly during the service or installation. This is to minimise the spread, keeping you, your family, and our team safe.
- Where soap and water are unavailable, our technicians will use alcohol-based hand steriliser solution to clean their hands effectively.
- Our service technicians will use a new set of disposable gloves for each service/repair job they attend.
- Our technicians will wipe down work areas with [hospital grade disinfectant AERIS ACTIVE™](#). This is to ensure all surfaces are cleaned and disinfected by our technicians at all touch points of contact.
- Technicians will be wearing approved protective masks that facilitate a safe experience and minimises the spread of any germs during their time in and around your home.
- We require customers to wear a mask at all times while our technicians are on site. This is in line with ACT Health guidelines.

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Voltair's proactive measures: The Voltair Difference and COVID-19 safety

Putting the customer and our staff first means taking precautions and doing our best to minimise the spread of COVID-19.

- We are monitoring our employees' health on a daily basis to ensure all staff are fit for work, and they are in regular communication with us on their health status. If any symptoms arise and a technician is feeling unwell, they will stay home.
- Text message reminders will be sent 24 hours prior to your booking to double-check that no individual in your home is experiencing any symptoms. If you

are experiencing symptoms or have been in contact with a confirmed case of COVID-19, we ask that you notify us immediately.

- We are adjusting to the unknown and unexpected circumstances in this time. Therefore, we are remaining flexible in terms of rescheduling your installation or service if you or our technicians should find themselves feeling unwell.

If you have any questions or concerns about our safety management steps, please contact our office on 02 6156 3541 or via email christie@voltair.com.au

Together, we can keep Canberra safe and continue conducting business in a timely and safe manner.

We are COVID Safe certified.

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