



THERE IS ONLY ONE THING
WE VALUE MORE THAN
PROVIDING GREAT SERVICE.
YOUR SAFETY.

SAFETY GUIDANCE FOR SERVICE TECHNICIANS

As our appliances bring ease and comfort to the lives and homes of our customers during this lockdown, we also anticipate more service requests coming in soon. We value the health and safety of our service technicians and so, we have a list of guidelines we urge you to follow, whenever you are attending a service visit.



BEFORE LEAVING YOUR HOME



Monitor your health closely. If you develop symptoms like fever, cough, sore throat, tiredness or shortness of breath, immediately inform the office authorities and take necessary action as advised by the Government. Do not continue to work under these circumstances.



Give us a health update every morning in the health check-up app. You will be asked to work only if found healthy and fit.



Carry a sanitary bag of adequate size, to carry and dispose off the replaced item safely.



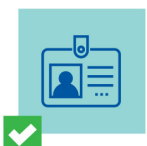
Carry the mandatory PPE (Personal Protective Equipment).



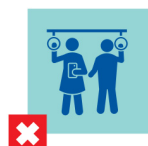
Carry your own water bottle and food as required.



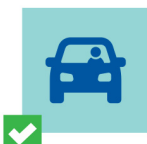
WHILE COMMUTING



Carry a company identity card and an authorisation letter (during lockdown). You should also carry an ePass wherever it is available/applicable.



Avoid public transport. Use a personal vehicle as far as possible.



Ensure that any accompanying driver stays inside the vehicle, except for essential health breaks or in case of an emergency.



Don't take a ride from an unknown person in any vehicle.



Disinfect your vehicle before and after the visit on a daily basis. Give special attention to the handle, steering, gear rod, hand brake, dashboard, seat and seat belt.



Don't use another person's helmet or PPE.



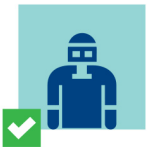
ADDITIONAL PRECAUTIONS AT HOSPITALS & LABORATORIES



Ensure that you sanitise all tools and tackles, including the bag, before and after every visit.



Barricade the area, while rendering the service to avoid trespassing. For rendering service outside the conditioned zones such as for chillers, outdoor units, fresh air AHUs and cooling towers, ensure that the authorities have cleaned and disinfected the area before the work is started.



Always wear full body PPE, including surgical gloves and nose mask, before entering any hospital or laboratory. Replace the mask every six hours or as soon as it becomes damp.



Maintain a complete record of the time spent in the premises.



If you need to enter a COVID-19 patient's isolation ward or a COVID-19 lab, make sure you wear a clean, long-sleeved gown or full body suit, N95 respirator, gloves and face cover.



Avoid close contact with the patients and visitors in the hospital.



Carry a disposable bag of adequate size, to keep the removed PPEs. After exit, dispose the used PPEs into the designated red-colored bin.



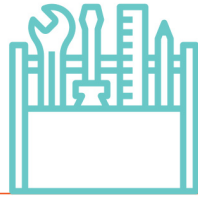
Do not touch bio-hazardous components such as surgical knives, needles and lab equipment or used cotton and clothes.



Disinfect any replaced parts and used tools and tackles at a suitable location before leaving the premises.



Never use handrails or touch objects such as lift buttons, door handles and fixtures with your bare hands.



HOW TO DISINFECT TOOLS & TACKLES



Clean the surfaces, removing any contaminants, dust, or debris. You can do this by wiping them with soap water (or a cleaning spray) and a hand towel. Wash towel with soap water.



Apply a disinfectant that's suitable for the surface, such as disinfecting wipes, disinfectant spray, isopropyl alcohol or hydrogen peroxide.



GUIDELINES FOR USING A MASK

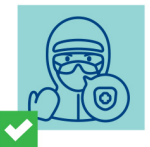
How to put on, use, take off and dispose of a mask



Before putting on a mask, clean your hands with an alcohol-based hand rub or soap and water.



To remove the mask, remove it from behind (do not touch the front of mask). Discard used masks immediately in a closed bin, then clean your hands with an alcohol-based hand rub or soap and water.



Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.



Avoid touching the mask while using it. If you do, clean your hands with an alcohol-based hand rub or soap and water.



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.



HOW TO DISPOSE CONTAMINATED GLOVES



Step 1

Pinch and pull the cuff of the glove. Scoop with a finger.



Step 2

Bring your fingers together to form a beak-like shape, then pull the edge of the glove over all fingers and the thumb, so it comes off inside-out.



Step 3

Pinch the opposite glove with the beaked hand.



Step 4

Pull the glove off.



Step 5

With the ungloved hand, slide a finger down inside the glove and remove the glove.



Step 6

Dispose of removed gloves into appropriate waste receptacles.



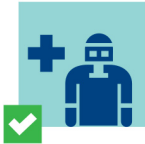
Step 7

Wash your hands with soap and running water.

If blood is visible in body fluids, the gloves must be discarded into a biohazard bag. Do not touch your face before washing hands.



AT THE CUSTOMER LOCATION



Use only the prescribed PPE.



Don't hand over your mobile phone to another person/colleague.



Wash your hands often, with soap, for at least 20 seconds. If hand washing is not possible, do carry an alcohol-based sanitiser and use it frequently.



Don't share the pen used for service report signature with the customer. Instead, ask the customer to use their own pen.



Take your own temperature and take a photograph of yourself with the temperature reading, after showing it to the customer.



Don't enter premises that are marked as being isolated or quarantined and reschedule any visits in such premises.



Avoid personal contact, including handshakes with co-workers or customers.



Don't touch any shared items at the customer's place such as newspaper or hand towel.



Maintain social distancing of 1-2 meters and wear a face mask and gloves at all times.



AT THE END OF THE WORK DAY



Follow proper disposal methods for used PPEs (mask, gloves, goggles). You will find instructions for these at the end of this leaflet.



Maintain social distancing guidelines and avoid visiting crowded places.



Follow Government directives to stay at your home from 7 pm to 7 am.



Don't handle another person's belongings or share food and water with others.