

## COVID-19

We are providing front line protection to essential services during the COVID-19 crisis. Existing known public health risks will not go away. We must provide infection and Pest-related vector control to Hospitals, Food Distribution, Food Preparation and Food Delivery to protect them for the good of everybody. Our protocols are designed to ensure we can do this safely for all. We need everyone's cooperation to ensure we can continue this vital contribution during these unprecedented times.



There is almost no need for our Colleagues to come into direct contact with a customer's staff in the normal course of providing services. Please don't compromise them



Our Colleagues Prioritise Physical Distancing (Stay two metres away from nearest person)



Our Colleagues seek to complete duties unaccompanied



Our Colleagues will obtain the site contact's mobile phone number and communicate by phone



Our Colleagues will Avoid and WILL NOT seek out contact with site personnel



Our Colleagues have been instructed to write COVID-19 instead of capturing a signature



Our Colleagues have been asked to direct customers to myRentokil or myInitial for visit details. For paper customers, they'll leave the paper report in an agreed place where it can be retrieved by the customers



Our Colleagues have been told to talk through recommendations with the site contact using mobile phone



Our Colleagues have been told to report any concerns they have to their supervisor or manager