

Visitor Health Declaration

In response to the Coronavirus (COVID-19) threat we are kindly requesting all Visitors, Customers and Contractors complete the below Declaration (if attending site) or answer the following questions (if phone-based enquiry).

We kindly ask that you provide us with accurate information to help ensure we protect the health, well-being and safety of both you and our team members.

Name:	Company:	Date:	
Phone:	Address:		
Visiting:	Site Location:	Time	
Please answer the following questions – tick Yes or No If you have answered YES to Q1-3, we will find alternative ways to meet your needs		Yes	No
1. Have you returned from overseas in the 14 days?			
2. Have you come into close contact with anyone who has tested positive to COVID-19?			
3. Are you experiencing the following: fever, coughing, sore throat, shortness of breath			
I agree to fulfil all personal hygiene requirements whilst on site: (wash hands, social distancing)			
Name:			
Staff Verification:			

Instructions for completion of Visitor Health Declaration Form

- **Customer Presents On Site** – All Visitors/Customers entering Pickles sites are required to complete the above **Visitors Health Declaration**.
- **Customer presents via Phone:** All Team Members who are taking calls from customers where the customer has a need to attend the site must ask the customer the required questions and complete the **Visitors Health Declaration**.
- **Team Member going to External Site:** Pickles employees who conduct business with external customers or attend their premise (valuation or on site auction etc.) are required to advise External Customers to complete the **Visitors Health Declaration** prior to conducting business on their premises.
- Check that all questions are answered, visitor signature is cited, and Pickles staff are to verify completion of the Visitor Health Declaration Form via signature.
 - **Note:** Where the form is completed with the customer over the phone, the team member completing the form is required to sign the declaration.
- If a **Yes** answer is supplied:
 - **Customer Presents On Site:** Politely explain to the Visitor/Customer that given the current circumstances regarding the COVID-19 and due to the well-being of our team members we are happy to help them, however this will need to be done vis phone or e-mail and we would therefore ask them to politely leave the site.
 - **Customer Presents via Phone:** Politely explain to the visitor/Customer that given the current circumstances regarding COVID-19 we need to reschedule their appointments/service to alternative date. If this can be done by the caller, please actions. If another team member needs to complete this, please advise them one of our team members will call you.
- **Contact the safety team who will register the event and provide guidance**
- If **No** to all questions is answers supplied:
 - Site attendance is allowed.
 - **Maintain Social Distance**
 - **Maintain Personal Hygiene – washing hands, not touching face etc.**
 - **Maintain Workplace Hygiene ensuring that any person contact areas/items are cleaner immediately.**
 - However, if a customer raises any concern and wishes to not attend the site, cancel their booking etc. please explain to them that we completely understand, and we are happy to work with them to re-book their service at a later date or can have the Sales Consultant ring them to discuss their needs over the phone.

This form needs to be filed securely on site for a period of 21 days