

## Purpose

To support Humes customers on the information needed to purchase products from Humes.

More information and support for interacting with Humes during the Covid-19 Alert Levels, can be found on our website – [www.humes.co.nz](http://www.humes.co.nz)

## Account Managers

### Communication

- Communication between an Account Manager or Humes Branch will be primarily via phone or email

### Site Visits by Account Managers

- Account Managers will only be visiting a customer's site with prior arrangement with the customer

## Contact Tracing

### Recording of information

- Humes will keep a Contact Register of all individuals and sites our workers may come into contact with
- Humes will follow all customer requests to keep similar registers

### Notification of a positive case

- If a Humes worker has been confirmed as having Covid-19, we will be providing relevant contact information to the Ministry of Health for contact tracing
- If a Humes customer is confirmed with Covid-19, we will support any contact tracing, including following Ministry of Health requirements for isolation
- Humes has strict cleaning processes which will be implemented following the notification of a positive Covid-19 case

## On a Humes Site

### Ordering Product for collection

- Please order product beforehand wherever possible via email or phone
- Using an estimated time for collection allows us to plan our workload

### While on Site

- On arrival at site, please scan the QR Code, and complete the Self-Declaration as soon as possible
  - If you are unable to scan the QR Code, please inform our staff immediately, and they will record your information
- Numbers of non-workers inside the building for self-picking will be limited, you may need to wait outside until another customer has left the building – please follow staff direction on this
- If your order is ready for your pickup, you will be directed to the collection location, and can either self load, or Humes will load it for you
- Maintain a physical distance of at least 1m from all other people while on site
- Please scan the QR code again as you depart, to sign out of the site

### Hygiene

- Hand sanitiser is available to all people entering the site
- Humes are regularly cleaning the site to maintain hygiene standards
- Service counters will have sneeze guards installed, please remain on the opposite side of the guard

## Deliveries to Your site

### Information for order

- When placing an order for delivery, please ensure you update us on all requirements you have for operating under the Covid-19 Alert Levels
- Please indicate if you will be unloading the product yourself on your site, or if you would like the driver to unload

**While on Customer Worksite**

- On arrival, our delivery drivers will make contact with the designated site contact
- If you are unloading, the driver will remain in the vehicle, as long as it is safe to do so
- If the driver is unloading, we ask that all others on site remain away from the unloading area

**Hygiene**

- Hand sanitiser is available to the delivery driver to regular personal use
- Humes will follow any additional hygiene requirements communicated to us by you

**Humes Covid-19 Operating Plan**

Humes has a comprehensive operating plan that has been reviewed as compliant against the available guidelines. The items above are excerpts that relate specifically to interacting with customers – below are some additional steps Humes are taking to protect our workers as well.

**Worker Health**

- All Humes staff on site are assessed daily to confirm that they are not displaying any Covid-19 symptoms
- Staff with symptoms are not permitted on a Humes site

**Alternative working arrangements**

- Many Humes staff who are able to, will be working from home
- Processes to keep our onsite workers separated, and safe while on site have been implemented, including staggered shifts, limits on meetings, changes to breaks and lunchroom processes

**Hygiene**

- All sites are subject to additional cleaning requirements, including sanitising of all surfaces
- All Humes workers are following strict personal hygiene, including hand washing and sanitising

## Using the Humes Site Trace QR Code Process

### Purpose

Humes Site Trace is used to track visitors to our sites to assist with legally required contact tracing for COVID-19. The data is stored securely by Fletcher Building and will only be used for this purpose.

### Using Humes Site Trace

Each site customer should check in to Humes Site Trace when they arrive, and check out when they depart.

### Access check in page

There are a few ways users can access the site to check in.

#### 1) Scan the QR Code

Each site will have a unique QR code located on a poster at each entrance, gate and counter. You can scan the QR code on arrival with your smartphone or tablet. This should take you straight to the check in page.

If your device does not have a QR code reader, or if your device doesn't automatically scan the QR code for some other reason you can try one of the alternatives below.

#### 2) Enter the site URL

Each site has a unique URL that goes with their QR code, displayed beneath the QR Code. You can enter this URL into the browser on your phone or tablet and enter their details.

#### 3) Be texted the site URL

You can also ask the site to text you're their URL to make it easier for you to access.

#### 4) Have the site check in for you

If all else fails, the site will use their devices, and enter your details for you

Alternatively, the site will record you on a manual Site Covid-19 Contact Register if needed

### Enter details and declaration

You will be asked for the following details:

- Name
- Email
- Phone number
- Confirmation that you have not been in contact with anyone with COVID-19, have not arrived in NZ in the last 14 days, have not had any COVID-19 symptoms and agree to Humes collecting your information

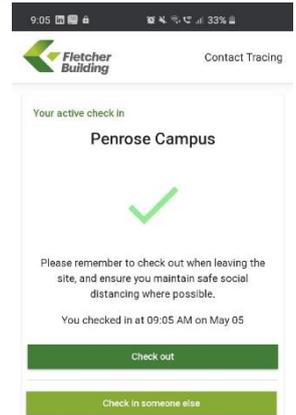
All of these fields are mandatory, and you cannot check in if you do not complete the details and agree to the declaration.

If you are not willing to sign in, or don't meet the criteria, then you will not be permitted on site

The image shows two screenshots of a mobile application interface for site check-in. The left screenshot displays the 'Please check in' screen. At the top, it says 'Please check in' and shows 'Site Info' for 'Mico Support Office Christchurch / Forman Christchurch'. Below that is a 'Your details' section with input fields for 'First name \*', 'Last name \*', 'Email \*', and 'Phone \*'. The right screenshot shows the 'Declarations' screen. It has a '0275671907' ID at the top. Under 'Declarations', there are three checked items: 'I declare that I have not', 'Arrived into NZ within the past 14 days', 'Had any COVID-19 symptoms', and 'Been in contact with someone with COVID-19 symptoms'. Below this is a 'Privacy Policy' section with a scrollable text area and a checkbox 'I have read and agree to the privacy policy'. A 'Check in' button is at the bottom.

**Receive Confirmation**

Once you've been checked in, you will receive a confirmation email and text message with a link for checking out.



**Checking out**

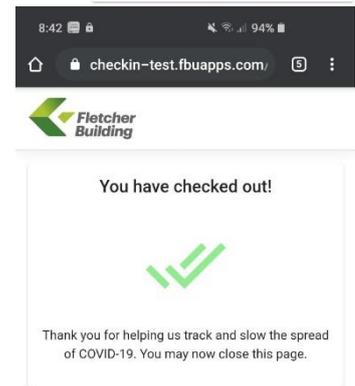
There are a few ways you can check out

**1) Scan the QR Code**

Scanning the QR code a second time will allow you to check out

**2) Use the confirmation email/text message**

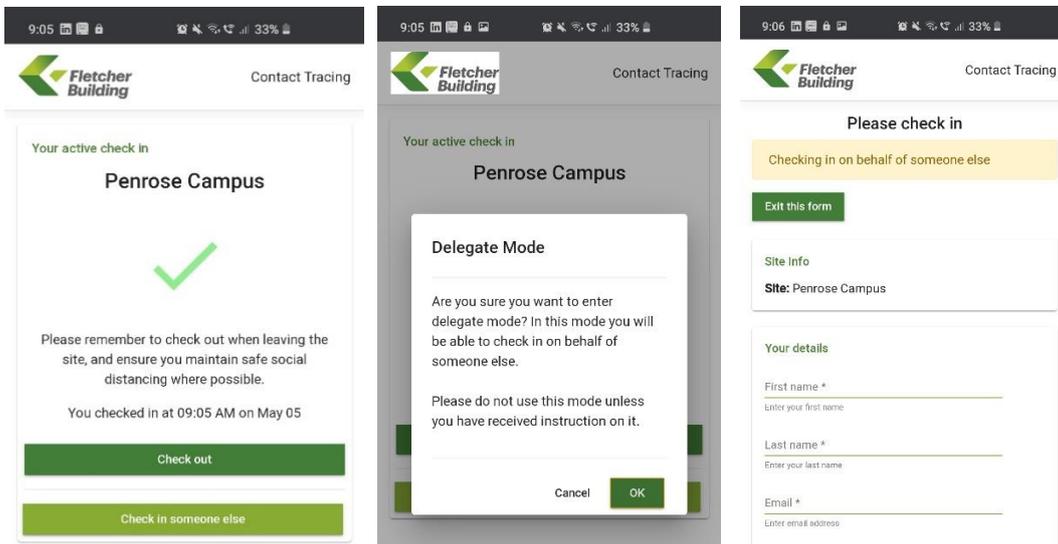
If you click on the link in this message you will be taken to the checkout page



**Checking someone else in**

Once you have checked in, you will see the confirmation screen. At the bottom of that screen you have an option to check someone else in. You can do this to check in one of your colleagues if you have more than one person visiting the site.

You can only check someone in, they will need to check out via the confirmation they receive afterwards



**Where to find help**

If you get stuck, please ask the Humes Staff at the Branch