HELPING TO PROTECT

• OUR PEOPLE
• OUR CUSTOMERS
• OUR COMMUNITY

At Komatsu, the welfare of our customers and team members is of the highest priority. In these unprecedented times we are taking extra measures to support your business and help us all stay safe. You can feel assured knowing that your Komatsu Technician is educated in COVID-19 protocols, and that your valuable machinery will be returned sanitised, tagged and ready to work.

COVID-19 SYMPTOMS

MANDATORY ITEMS
• COVID-19 “Symptoms Checklist” must be completed by all employees at the start of each work roster prior to attending work.

PROTOCOL
• If any of the symptoms are detected, workers are not to attend either work or site, and are to seek medical attention immediately and be tested for COVID-19.

WORKING ON CUSTOMER SITES

MANDATORY ITEMS
• Gloves  • Disinfectant Solution  • Mask

PROTOCOL
• Confirm that all staff are feeling healthy and free of any COVID-19 symptoms.
• Wash hands on arrival, periodically during the working day, and at the completion of all shifts.
• Eliminate sharing of hand held devices wherever possible.
• In place of customer sign-off, a follow up with a text message or email to confirm.
• Maintain social distancing of 1.5 metres at all times.
• Control the number of people in change rooms at any one time.
• Control the number of people in break areas by staggering break times and/or establishing multiple break out areas (with consideration given to applicable EAs).
• Take breaks away from communal rest areas, and in the open if practical.

VEHICLE CABIN CLEANING

MANDATORY ITEMS
• Gloves  • Disinfectant Solution  • Mask

PROTOCOL
• All touch points to be wiped clean using Disinfectant Solution, including door handles, grab rails, joy sticks, hand controls, steering wheels and panels.

TRANSFER OF PARTS

MANDATORY ITEMS
• Gloves  • Disinfectant Solution

PROTOCOL
• Parts should be sterilised by way of wipe down with a disinfectant solution before packing and consolidating the order.
• All couriers required to wear protective gloves before handling both parts and paperwork.
• Social distancing guidelines must be followed at all times.
• Signatures are not required for collection. Full name and vehicle registration will be used.
• Komatsu employees do not need to sign upon receipt of deliveries. Provision of full name will suffice for POD.

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