



Dear All,

In continuation to our earlier advisories and guidelines to combat NCOVID19, we hereby share the list of activities to be carried out by service personnel.

It is highly recommended that CCO calls up the customer and confirms the following before deputing the Service personnel:

- ✓ The customers premise is not under the list of restricted/no movement areas.
- ✓ Share the technician details & confirm his/her willingness to permit within the premises. (This is very useful during district administration's validation with the customer)
- ✓ He/she will arrange for necessary permission(s) at the entrance of the colony, etc.
- ✓ There is no Corona infected person at the customer's place
- ✚ Before Visiting Customer premises
  - Thermal Scan (body temperature) is mandatory. If temperature is higher than normal, ensure they inform the ASM & call centre. Ensure he gets necessary medical treatment.
  - Sanitize bike & equipment
  - Sanitize the hands
    - ✓ Ensure the hands are rubbed with soap for 20 seconds as per WHO guidelines OR
    - ✓ Sanitize hands with Alcohol content
  - Wear mask & gloves
- ✚ On reaching customer premises
  - Call customer on his mobile & do not ring doorbell. Wear shoe cover on entering.
  - Do not shake hands. Greet with "Namaste" & leave.
  - Do not touch door, door handle, knobs electrical switches, etc.
  - Maintain safe distance from all the residents at all time
  - Place tools on tool mat & sanitize the tools & spares
  - Repair the product & sanitize the same
  - Clean the place thoroughly
- ✚ Before leaving customer premises
  - Fold hands, say "Namaste" & leave.
  - Use the option of customer's signature on mobile app OR job sheet whichever is convenient by maintaining distance.

We thank you for your continued understanding & partnership- to ensure the safety & wellbeing of all those associated with us.

Please feel free in case of any queries, suggestions, clarifications!

Be Healthy, Stay Safe!

With Warm Regards,

Team Adonis

\*Call centre executive has been provided the list of state wise authorities along with contact details. They can be of use in informing the concerned and can extend necessary support.