

COVID-19

Contact with customers & community

WaterNSW is committed to the health and safety of our people, customers and the communities we work in. We are also committed to providing the services essential to the people of NSW and to the continuation of our new dam projects.

Our field-based employees are continuing to operate across the state with careful adherence to new Covid-19 protocols. From time-to-time a field-based employee may need to come into contact with community members or visit privately owned properties to carry out essential services, including for the planning of new dams. WaterNSW has developed the following guidelines to ensure the continued safety of our employees and the broader community.

COVID-19 Guidelines

These guidelines come into effect when a WaterNSW employee or a contractor working on our behalf, in order to perform an essential service, comes into contact with:

- A WaterNSW customer
- A landholder
- Other members of the community

In such instances, WaterNSW employees will adhere to the following COVID-19 protocols:



Respect customer and landholder access conditions and requests. For customers, where possible, contact them prior to entering the property or advise that we have been on their property. For landholders, obtain permission for a suitable time to access the property.



No shaking hands as a greeting.



Practice social distancing to avoid close contact and keep 1.5 metres away from other people.



Frequently wash hands using soap or use hand sanitisers where soap and water are not available.



Practice a high standard of regular cleaning of plant and equipment using hygiene supplies like alcohol wipes.

To learn more about how WaterNSW is responding to COVID-19, please visit www.waternsw.com.au or call **1300 662 077**.