



# COVID-19

## What we are doing to keep you safe

Dear Customers,

We wanted to get in touch with you to let you know about the actions we're taking here at Davco to look after you, your loved ones and our own team during the Covid-19 pandemic.

We want to assure you that your wellbeing is our number one priority and we are taking a range of steps to protect you when you use our services and to ensure we are well placed to continue supporting you as we all navigate this unprecedented and rapidly evolving event.

### Your Health & Safety

We already work in wastewater, water, food processing and other sensitive environments, so all staff are very aware of hygiene issues. We've put a lot of thought into how we can protect you and our team and have already taken a number of steps to prevent Covid-19 transmission. These include enhancing our focus on cleaning and hygiene in our office and workshop, by wiping each surface after use and we have hand sanitizer around the office, for you and staff to use. We have also issued very clear information and guidance to our team members on best practices with respect to hygiene, which includes how our team should (and will) engage with you and other customers. Naturally, we encourage you to also focus on the safety and wellbeing of you and your loved ones, and to co-operate with us as we implement appropriate social distancing techniques to ensure that our teams and customers remain healthy.

Our staff are fully aware of the Ministry of Health requirements and we are strictly following these recommendations, some of these practices and our core values include: -

- No hand shaking
- Social distancing practices of more than 2 metres
- Frequent hand washing for good hygiene practices
- Responsible coughing and sneezing etiquette
- Staff have been instructed that if they feel unwell then they should stay home and follow self-isolation procedures
- Social mindfulness
- Cultural awareness
- Respect of other companies' practices.

All our vans have a large bottle of hand sanitizer for general use. We have instructed all staff to use this more frequently to ensure they, and you, are safe. Face Masks are also part of our standard PPE kit; if you wish our staff to wear these while working, please don't hesitate to request this.

We are focused on keeping our team safe and healthy so that we can maintain our essential service to our clients through these challenging times.



In readiness for **Coivd-19 alert level 4**, we have closed our office and most of our staff will stay at home, following self-isolation protocols. At this heightened alert level, we do continue to operate a skeleton staff of qualified electricians to support essential businesses, as needed, throughout this crucial lock-down period. A number of our administrative staff will also continue to work from home, answering any calls and carrying out business critical functions remotely.

If you do need our services during this time, we ask that you support us in our efforts by limiting any face to face contact and maintaining a physical distance while we are attending your site. If you have specific site protocols that you need us to follow, please advise us of these over the phone in advance so that we can be ready to follow them and support you in keeping your site safe and operating smoothly.

All our electricians will follow the strictest of sanitary protocols for work during this time; this includes:

- Wiping down surfaces e.g. tools used and relevant parts of their service vehicle e.g. steering wheel upon completing a job and before leaving site;
- Thorough hand sanitizing and/or washing hands and face between jobs;
- Disposable gloves and face mask used for each job. Please note that some electrical work cannot safely be carried out whilst wearing gloves. We will do our utmost to guard your (and our) health but we also need to ensure our work is electrically sound – please trust our electricians' judgement, but do feel free to ask them (from a distance) if you have questions around safe working practices.

Please bear in mind that we are only working at this time to support essential business/services. If you have non-essential electrical work, we are happy to book this in, to be completed once the alert level has been lowered.

At Covid-19 **alert level 3**, we may keep our office open, but with reduced staff. Administrative staff will work from home, if at all possible.

In addition to following good hygiene protocols and social distancing, our electricians will split up into smaller teams and rotate attendance at the workshop to avoid all-staff meetings and overlap of multiple staff at one time.

At Covid-19 **alert levels 1 & 2** our office remains open for business and to accept deliveries.

We strongly encourage customers to deal with us over the phone rather than face to face.

We actively practice social distancing between staff members as well as with the public.

We minimize all staff meetings as much as possible.

Administrative staff will work from home as and when feasible.

At all alert levels all staff members will be closely monitoring their own health and will remain home if they feel unwell or consider they have any risk of exposure to Covid-19 within their home environment.