



COVID-19 ADVICE FOR CUSTOMERS & SUPPLIERS

The health and safety of our employees, our customers and suppliers and other visitors to our premises is paramount to Dawsongroup. Dawsongroup strategy for responding to COVID-19 aims to ensure that we:

- Keep our employees, customers, suppliers and visitors safe
- Continue to provide our service at all times

What are we doing?

- We are following the government guidelines on COVID-19 and asking staff to self-isolate and stay away from the workplace if unwell.
- All our staff are requested to adhere to the 2m distance rule from their colleagues and our customers, suppliers and visitors.
- Our receptionist will sign you in/out (where applicable).
- To help the government/NHS to contain outbreaks as early as possible, we will collect your telephone number, your arrival and departure times at our premises and keep this information securely for 21 days, after which we will destroy this data.
- We are conducting regular sanitisation of communal areas and touchpoints (doors, kettles etc.) within our branch and office network.
- We are making gel hand sanitiser and/or wash facilities readily available for visitors to our locations to use upon entry, whilst on site, and prior to leaving.
- Our drivers/mobile engineers have been equipped with gloves and alcohol based wipes /other sanitising product which they will use to clean the steering wheel, gear stick and handles upon delivery/collection/service.
- Where possible we will hand wash prior to handover.
- We intend to sign all checksheets on either iPad or iPhone on behalf of our customers.
- We have instructed our drivers/mobile engineers not to accept hospitality at customers' or suppliers' locations.
- We will endeavour to obtain as much information on your COVID-19 safety rules as possible from you prior to visiting your premises.

What we ask you to do?

- Provide us with your COVID-19 safety rules (if they are different to ours) prior to arrival at our premises or us arriving at your premises.
- Follow the latest government guidelines on COVID-19.
- Keep a 2m distance from our staff and respect their attempts to do the same with you.
- As an interim measure, customers and suppliers are not required to sign delivery notes/check out/in or service sheets, as drivers/mobile engineers will sign the paperwork on their behalf along with taking photographs of the delivered/collected/serviced asset on customers' /suppliers' premises.

We thank you in advance for your understanding in this matter and your appreciation that we must prioritise the safety of our staff.

If you have any questions or concerns, please do not hesitate to contact your local branch or account manager.