

COVID 19 – ACTION STATEMENT – MARCH 2020

Dear valued customer,

During this uncertain time of COVID 19 we as a small business are taking all the necessary hygienic steps as has been stipulated by World Health Organisation the South African Department of Health to protect not only our valued staff and families but you as a valued customer.

- All our staff has approved hand sanitizers with them at all times and have been instructed to continuously wash their hands with soap and water for the prescribed minimum 20 seconds. This is a daily ritual which we will continue to stringently prescribe and adhere to.
- Even though according to World Health Organisation (WHO), masks and latex gloves do not greatly heighten protection from COVID19 as they can become more of a health risk than washing hands with soap and water and NOT TOUCHING YOUR FACE, should a client request that on-site staff wear masks and latex gloves – this will be adhered to.
- Whilst on a job, please note that there is no need for our on-site staff members too unnecessarily come into any contact with any of our clients. Should our staff experience any issues on site they are instructed to contact our offices directly and we will make telephonic contact with you the client.
- Clients will be contacted prior to any teams arriving on site to commence work so as to be informed of times and dates in order for clients to make any necessary prior arrangements to allow our teams access to a site.
- All communications will be done with our office via telephone or e-mail and all job cards and/or invoices can be mailed directly to you for sign off and return via mail.
- Should clients prefer not to have a one on one site visit with our sales representative for a quotation, we do make use of Google maps to digitally view a site and quote accordingly (this will be done in conjunction with customers' specific requirements on each site which can be sent through via e-mail with any site specific photographs).
- Alternatively a "site-unseen" quotation can be issued for budgetary purposes. However once authorised to proceed a site visitation then becomes necessary before any monies change hands.

During this difficult time, not only in our country but globally, it is up to each and every one of us to ensure we all play our part whilst trying to continue with our daily lives and we assure you that **Shadeworld cc** is committed to playing its part.

Should you have any questions, please do not hesitate to contact us:

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ShadeWorld cc

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