



Electrical, Refrigeration and Air-conditioning Contractors

Friday, May 01, 2020

COVID 19 Pandemic

Dear valued client,

PremiAir Refrigeration and Electrical is committed to the health, safety and wellbeing of our staff, their families, our customers and the community.

PremiAir is still open for business and I want to share some of the actions we are taking to respond to the outbreak, aligned with the best information from both Australian and international health authorities.

We are working hard to protect our staff so they can continue to deliver services to our clients. We have introduced:

- **Strict Isolation Protocols**

Staff are monitoring their health. If they have a temperature or are showing any symptoms, they have been instructed not to attend work and seek medical guidance. Our technicians are all up to date with their flu vaccinations.

- **Smaller Teams**

Crews have been split into smaller teams and will practice distancing while onsite of 4m² where possible and will also endeavour to limit closer interactions for a maximum time of 15mins. Further to this, lunch breaks will be staggered during the work day where possible. Our team is being asked to leave from their place of residence as much as possible to minimise contact.

- **Additional Cleaning**

Crews have been asked to clean their worksites before and after work. This includes vehicles, touchpoints, tools, and any equipment if required. Additional cleaning has been arranged for our facilities.

- **Hygiene**

Crews have been instructed and equipped to ensure they follow good hygiene management practices.

- **Customer Contact**

In attending a site, we determine whether the customer is in isolation or a high-risk group prior to attendance. In addition to this, crews have been instructed to limit face to face interactions with all clients. Where possible, crews will announce their arrival by phone and proceed straight to the location of work or execute the relevant site instruction. Signoffs or completions will be completed via emails and supported by photographs where required.

It is important this work is done now in case our workforce is impacted by the spread of COVID-19.

Please note that there are no current identified or confirmed cases of COVID-19 at PremiAir. I can also confirm that PremiAir Refrigeration and Electrical remains open and work completed in the field continues.

These measures achieve the right balance between delivering our services whilst protecting our staff and others.

Regards,

Wayne Guy
Managing Director

