

Updated 18 August 2020

Dear Valued Customer/Supplier

Subject: Coronavirus (COVID-19)

As you know we are dealing with the global health crisis, Coronavirus (COVID-19).

At JPS Plumbing & Property we have undertaken a number of infection control procedures aimed at dealing with COVID-19, primarily for the Safety and Health of our Staff and Customers. We are striving to keep our workplace as clean and hygienic as possible. This also includes a number of day-to-day interactions with our suppliers and customers. On behalf of all of us, I apologise in advance if this results in delays with our service. Please understand that we are doing our best to deal with, what is, a regularly changing situation.

As an essential service, we are 'open for business' and we will continue to take your calls, emails and serve you.

Rest assured our workers are subject to regular temperature checks and have not travelled or returned from overseas recently, nor have they come in contact with confirmed cases of Covid-19.

The health and wellbeing of our staff and customers is our priority and we continue to implement various measures to try and mitigate the risks that COVID-19 presents, these include:

- Minimizing face to face interactions both internally and externally
- Where possible we encourage our staff who are picking up supplies from suppliers to place orders via the phone 30 minutes before pick up and phoning supplier on arrival
- Request contactless delivery and invoicing, where practical. Drivers to stay in vehicle while staff unload the delivery, where possible. If not possible, drivers should sanitise their hands before unloading the delivery.
- Enhancing hygiene practices at all locations via social distancing, use of hand sanitisers, PPE and temperature checks
- Asking all staff to avoid non-essential travel
- Advising our staff to avoid non-critical visits to customers and instead increasing their phone contact to ensure our service levels aren't compromised.

Our vans all carry hand sanitiser and all workers are encouraged to wash their hands and sanitise regularly.

We are reviewing our policies and strategies regularly in line with Government and Health Authority Guidelines and rulings.

I would ask that you take care of your own protective health. This includes washing your hands with soap and water, covering your mouth if you cough or sneeze and limiting your physical contact (like shaking hands).

Yours faithfully

Julian Ugarte
Director