

Customer Safety Announcement

At Alliance Climate Control, we are committed to the health and safety of our team, our customers and the communities we serve. We provide essential services, Heating, Air Conditioning & Electrical.

As the COVID-19 situation continues, we are taking all necessary measures to minimise the risk and protect our team and customer's during this current period we are going through.

Business has changed, but we do continue to take care of our customer's and our team as we always have. We are all in this together and in order to protect and comply with all the changes that are happening, our team is ensuring they too are complying with safe hygiene practices.

We have taken serious measures and actions to protect our customer's and our team to overcome the challenges that we face during this unpredictable time ahead.

Immediate and effective measures to be taken within the workplace and outside of work include:

1. **Strengthened hygiene:** Our office and warehouse stations are cleaned and disinfected every afternoon. Field teams are sanitizing their hands before and after attending any home or business.
2. **Protective gear:** Technicians are wearing latex gloves for every service call they attend. Prior to attending site, our technicians are continuing to call ahead, confirming with customers if masks are required to be worn. We recommend our technicians wear gloves even if attending the grocery store.
3. **Wiping down work areas:** On completion of work, all field teams are required to wipe down all surface areas they have worked across with disinfectant sanitizer.
4. **No shaking hands:** Due to health reasons and out of respect for our customers and team, handshaking will be prohibited.
5. **Stay home if unwell:** Whether it's just a mild cold or something more serious, we have advised all of our staff to stay home if they are feeling unwell. This protects our fellow work colleagues and customers and allows us to continue delivering excellent service.

6. **Practice safe social distancing:** We are observing the rules of separation. All team members are keeping 1.5m distance from each other in order to prevent the spread of bacteria between them. As requested by the Australian Government, team members are also working from home.
7. **Office entry:** Only office team members are permitted in the office
8. **Service teams:** Our service teams are dispatched from their home, avoiding office visits.
9. **Delivery drivers:** All delivery drivers are asked to leave all parcels in front of the warehouse. Signatures are no longer being provided.
10. **Emergency calls:** All emergency calls are prioritised to ensure our service teams are displaced to you ASAP.
11. **Meetings & communication:** Our meetings have changed. Video meetings are held where possible; all face-to-face group meetings are avoided. Phone and video phone calls are encouraged as a safe practice of communication.
12. **Air conditioning protection:** We apply filter protection and coil sanitizer to prevent any air born bacteria and pollutants to all air conditioning service visits.

We believe air conditioning is not a luxury, it is an essential life support service. Our team will do their part to protect the wider communities that we serve.

We'll be watching closely for any challenges and we will act immediately to resolve them. Ensuring everyone is kept safe and healthy is our number one priority.

Thank you

Alliance Climate Control
Management