

Coronavirus Covid-19 Policy Statement
18 March, 2020

At GS Electronics, the safety of our customers, staff and community is of the utmost importance. The Coronavirus Covid-19 presents a challenge like no other we've ever had to face.

We will continue to provide our services however, given the circumstances, we will be taking the following steps going forward:

- **Our Office:** We have implemented a policy within our office of minimising contact between teams by segregating office areas wherever possible.
- **Service bookings and general enquiries:** We will continue to take general enquiries and service bookings over the phone and by email.
- **In Person service calls:** We will continue to conduct in service calls to your premises on a case by case basis. We have adjusted our call out scheduling to include an enquiry as to cases of Covid-19 or flu-like symptoms (and whether you have had contact with people with the Covid-19 /flu-like symptoms) and service calls may be delayed if a confirmed case exists. In all cases, our staff will thoroughly clean all parts and other equipment to avoid cross-infection.
- **Deliveries:** We have adjusted our delivery scheduling to include an enquiry as to cases of Covid-19 or flu-like symptoms. Where this is the case, deliveries will be to the door only.
- **Service Staff:** All service staff will properly clean their hands before visiting a client or any client facility/premises. Our service staff will comply with all facility/premises policies and procedures of our clients. They will call ahead to enquire of cases of Covid-19 and flu-like symptoms.
- **Training & Conferences:** We currently have a therapist training session scheduled for 22 April and will advise asap if this is to be cancelled. We will not be attending any conferences until further notice.

In addition to these measures, we are undertaking evaluation of our IT systems to cater for our teams to continue supporting our customers from home with minimal disruption.

Finally, we understand that our customers still require products and services to support them during this period. We are currently collaborating with our suppliers and reviewing stock levels for parts to identify potential supply-chain disruptions, and will provide further information as it comes to hand.

This is a rapidly changing situation, so we will stay in touch with regular updates. Please remember to do the right thing and let us know if you are experiencing any symptoms. We understand that these are challenging times for our community and we remain committed to supporting you in this unprecedented situation. If you do have any questions or concerns, please do not hesitate to reach out via phone or email.

Yours sincerely,

Toni Schuler
Director