

## **Complete Cooling Services response to COVID-19**

Complete Cooling Services Ltd (CCS) continues to monitor the COVID-19 situation. Our primary aim is to keep our staff members and clients safe, protecting the wider community, whilst maintaining quality customer services.

The 2019 Novel Coronavirus disease (COVID-19) continues to be an evolving global health situation with much uncertainty. To address this crisis, CCS senior leadership meets regularly to carefully monitor this evolving situation. CCS senior leadership relies on authoritative sources of information such as the Public Health England (PHE) as well as local health departments, the World Health Organization (WHO) and our membership with The Building Engineering Services Association.

CCS has provided all staff members and their vehicles with ample supplies of hand sanitising gels, face shields (to be used where applicable), disposable FP2 Face Masks and disposable gloves.

CCS staff members are asked to provide a temperature test every morning before commencing

work to establish any high fevers. Those with either a high temperature, new continuous cough or loss/change of normal sense of taste or smell are advised to stay at home and self-isolate. If symptoms persist staff are advised to contact NHS Direct and follow Government guidelines.

CCS has provided staff members with instructions from PHE regarding best practices for personal hygiene and maintaining a healthy work environment. Our staff members adhere to our client's site notices to reinforce strict adherence to 2 metre Social Distancing. Regular cleaning and sanitising of company vehicles is also adhered to. Information and guidance for our staff members is posted in our Offices and provided by CCS senior leadership daily.

CCS senior leadership have encouraged working from home for Management and the use of Microsoft Teams/Zoom meetings rather than face to face meetings. We have actively encouraged the use of Video Conferencing Technology to ensure on-going collaboration between suppliers, staff members and clients. Working from home for employees. Where this is possible, and use of Microsoft Teams and other Video Conferencing communication technology to

Our staff members continue to stay focused serving our clients and delivering on our mission to

improve safety, minimise risk whilst providing a first class service for our clients. Working together

we can help minimise risk and help eliminate further outbreaks.