

21/03/2020

Our Valued Customers and Suppliers

COVID-19 (CORONAVIRUS) BUSINESS CONTINUITY PLAN

IMPORTANT UPDATE: COVID-19

Driftwind Electrical network remains open and we have been actively monitoring Government and World Health Organisation (WHO) advice regarding COVID-19 (coronavirus). We want to take a calm and balanced approach, while implementing meaningful actions that prioritise the health and wellbeing of our people, customers, and the community, while we all navigate unprecedented changes in how we provide our services to you.

We have been working together with Master Electricians, advice from Clean Energy Australia, on how to implement changes to the way we provide our business to the community, to reduce the risk of transmission to you our customers, our staff, contractors, and suppliers.

PROTECTING OUR CUSTOMERS, OUR PEOPLE AND OUR COMMUNITY

At Driftwind Electrical we continue to maintain and clean our office, fleet of vehicles and equipment to the highest standards. Since COVID-19 emerged, we have implemented additional sanitisation procedures, including antibacterial cleans of any surfaces our customers or staff may regularly come into contact within our offices, our fleet of vehicles and/or any equipment.

Our staff are being regularly updated with any additional hygienic tasks suggested by the Australian Government or WHO, and are well supplied with appropriate soaps, wipes, sanitary products, and personal protective equipment.

We are keeping our offices and workshops sanitised - engaging extra cleaning services to help keep workspaces and customer areas, safe.

Driftwind Electrical have limited meeting sizes, and where possible, have moved to online meetings and are rolling out online appointments for our customers. We have implemented "Working from Home" options for our staff. We are also encouraging social distancing for employee's and contractors, who continue to serve our customers in sales, and in the field.

We continue to ask our staff to take leave, if they experience any cold or flu symptoms, if they have any contact with other employees, contractors or our customers. Working from home, has alleviated our staff needing to take leave, and allowing Driftwind Electrical to remain open and working for our community.

ASSISTING OUR CUSTOMERS, OUR PEOPLE AND OUR COMMUNITY

We have equipped our staff with technology, including remote meeting solutions, so they can continue working. This helps encourage social distancing and maintains our social responsibility to others within our community and to ensure our staff are able to maintain full-time work, during this unprecedented crisis.

Driftwind Electrical continues to remain in regular contact with all our suppliers to minimise any potential delays. Our suppliers are working closely with us, advising of any product shortages and where we see the need, we will order additional supplies, to ensure availability.

We want to ensure the best for our customers at all times, while continuing to support Australian business in this unprecedented time of change.

WHAT WE ASK OF YOU

Driftwind Electrical is 100% Australian owned, and family-run business, we pride ourselves on the continual commitment we make to our people, our customers and our communities.

If you are diagnosed with COVID-19 and have been in contact with our people or equipment, please advise our staff as soon as possible, so we can act appropriately to keep everyone safe. In the unfortunate event, one of our employees has come into contact with COVID-19, prior to visiting your site, we will immediately advise you, as per contact tracing requirements.

If you have any questions or concerns, please reach out to our team on 07 3274 4365, sales@driftwind.com.au
We're here to help.

Stay safe, keep looking out for one another. We're all in this together.

Many thanks & Regards
John Welch and the Driftwind Electrical Team

