



Life-saving solutions

COVID -19

Company Update

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Coronavirus (COVID-19)

Shawcity Company Update, 18/3/20



During this unprecedented time, our highest priority is the wellbeing of our customers and team members. Like most businesses, we are continuing to monitor the coronavirus (COVID-19) situation closely and adapt according to government advice.

We wanted to let you know about the steps we're taking to ensure we're providing a service that's as close to 'business as usual' as possible here to support our customers throughout this uncertain period, as well as pass on some useful advice.

Our current working practices

Those in our team who have already switched to working from home have full access to our system and telephone lines have been redirected so they are in full communication.

For staff who, by necessity, need to work within our business premises to enable us to supply our customers we have introduced further robust cleaning routines, particularly in high contact areas and have plentiful supplies of handwashing materials and paper towels.

We have informed all employees of the government social distancing guidance to reduce interactions. All staff in the workplace are avoiding public transport and we are not holding group meetings. We have restricted visitors to the building to couriers, essential staff and urgent visitors only.

Our field sales team are communicating with customers via phone, email and video calls instead of visiting sites. As we supply monitoring applications which can be life-critical, where a site visit is absolutely necessary we are taking extra precautions to ensure the safety of all personnel involved based on the most up to date government advice.

Customer training

We have postponed all of our upcoming one-day training courses for customers on Noise, Air Quality and Vibration in the workplace until further notice. If you had booked a place you will be entitled to a full refund or to transfer your booking to a date later in the year. If you have any training queries, please email: anisha.sharma@shawcity.co.uk.

Exhibitions and events

All of our upcoming exhibitions and public-facing events until at least September 2020 have either been postponed or we have withdrawn from to enable us as a team to continue social distancing.

Health & safety is more important than ever

A key concern is to assure our customers that we are committed to supporting any and all businesses where health and safety protection is an issue and sometimes life-critical. Safety in the workplace is always our number one priority and no-one should ever feel it is something they have to compromise on.

Please do not at any point feel like you could or should cut corners in terms of your detection and monitoring instruments to save money on calibration or servicing or if there is

a concern or problem. If you find yourself in a situation where you are worried about the financial cost, please get in touch. We're here to help and we can discuss all of your options. Please also remember our impartial advice is always free and unlimited.

Mask wearing and fit testing

The consensus across the board is that disposable masks do not protect wearers from coronavirus and could actually increase the chances of wearers contracting it as it causes them to touch their face more than usual.

There is also a worldwide shortage of disposable masks, so if we all stop using them we will be helping workers who actually can't work without them. These workers, in turn, are the ones who provide key products and services for us all.

As a direct response to this shortage, some industries are now exploring switching to reusable half- and full-face masks instead, where possible. It is critical to remember, however, that these must be selected to make sure they are appropriate for the application and then sized, fitted correctly and tested by a competent fit tester using the appropriate equipment. Contact us if you need any further guidance on fit testing.

Making good use of time

Many of us here in our business are looking for proactive projects to undertake during this period, especially if taking steps to self-isolate.

For our customers this presents an ideal opportunity to check all of your instruments are up to date in terms of calibrations and annual services. Even if you are self-isolating we can arrange to courier your instruments to our service centre for you where they will be sanitised on arrival and re-sanitised before being despatched back to you, ready to use.

Stay safe

Make sure you visit the gov.uk website for the most up to date information on issues such as self-isolation, social distancing, protecting older people and the vulnerable, travel and advice for employees and businesses.

Stay in touch

With instrument customers across the UK, Ireland as well as sensor customers across the EMEA region, we recognize that everyone is in a different situation and the challenges you face will vary. Rest assured that the team at Shawcity are always fully committed to supporting you.

If you have any questions at all or are looking for any technical advice, please don't hesitate to get in touch with us: solutions@shawcity.co.uk or call 01367 899558.

We hope you stay well.