



DAIKIN APPLIED SERVICE

To whom it may concern

Dear Sirs,

Re Corona Virus

As we are all aware, the onset of the Coronavirus has caused many industry implications and has led us to take certain measures to try to ensure the continuation of our business and the service offering we give to our clients.

Business Operational Issues

- All office staff have the ability to work from home using laptops and mobile phones should self-isolation come into effect. All staff have access to online company servers and Web based operational software. Office phones can be transferred to mobiles.
- Remote workers such as our engineering teams, have mobile phones and all have access to office servers via their tablets and laptops.
- As our engineers are generally lone workers, we would consider that their contact with the office and other engineers will be limited.
- If the worst should happen and we find we have a limited workforce due to self-isolation, priority will be given to critical sites.

*Daikin On Site – DoS

Clients with chillers capable of supporting our Daikin On Site regime, and with maintenance contracts already set up to utilize this, will continue to be monitored regularly as per the contract. To reduce site attendance however, should faults occur where generally a call out may be required, then these faults will be reset (where possible) via the DoS system and monitored accordingly by one of our remote monitoring team.

The frequency of virtual visits may increase (and actual visits decrease) should a reduced workforce through self-isolation occur.

Preventative measures

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- Toolbox Talks with all our employees to remind them of the importance of good hygiene, including the washing of hands, using hand sanitizer where possible and regularly, and using hand tissues if sneezing and coughing. This information has also been issued from a corporate level.
- We continue to have a clean desk policy for the end of each day to ensure easier cleaning by our cleaners.
- We have asked all our mobile engineers to carry and use hand sanitizer at all times and be fully aware of and follow site rules and procedures at all times.
- Stop using public transport where possible to reduce personal contact.

Supply Chain.

- As well as our own source of spares from our factories across Europe, we purchase spare parts and materials across a range of suppliers who will in turn, purchase materials from across the globe.
- Italy will continue to be our main point of supply for spare (where our factories are based). At present, we have not seen any reduction in the level of service we get from our suppliers but this is being checked constantly and our spares department is in regular contact with the factories and suppliers, checking lead times and supply issues. Should the virus continue to spread, it is still likely to cause a reduction in the level of service we can offer in this regard though.

We are working with our spares team to ensure that a high level stock is being kept in the UK and we continue to work with our UK suppliers to ensure that items such as Refrigerant, Oil etc. that is regularly stocked for us, is kept current and up to date.

These plans identified above are not exhaustive and we shall continue to monitor the Covid-19 situation and issue out further notification if, and when necessary.

**For clients with chillers that may be suitable to accept DoS, please contact our office for further information.*