

UPDATED :March 25th ,2020
Coronavirus COVID-19



"We are not a Team because we work Together We are a Team because we Respect, Trust and Care for Each Other"

At West Country Pump and Filtration Ltd the well-being of our customers and employees is our top priority. We recognize the important role we play in providing water system solutions for our customers during this unprecedented time and want both our team and our customers to remain healthy.

Protecting our customers and employees:

As our employees interact with customers and suppliers, we have taken steps to limit their potential exposure to this menacing virus. We have put restrictions on our employees and ask you to help with their safe behaviour, including:

- 1) Prohibiting on hand shaking.
- 2) Minimizing face to face contact between employees and customers.
- 3) **Washing hands frequently. Supplied with their own soap & paper towel.**
- 4) Disinfecting water systems when reasonably possible.
- 5) **Retail Locations are Open for customers to pick-up product outside both Locations. Call Ahead.**
- 6) **Requiring employees who are experiencing fever, coughing, or other symptoms to call in sick and self quarantine. We Cannot Stress This Enough!**

How you can help:

we are taking precautions to protect the safety and health of our team, but we need your help. We are asking our customers to assist us in minimizing face to face contact.

All Retail Locations will have their doors locked.

If you have a service scheduled, We will be putting the following Procedures and Protocols into place:

Our Technician will phone our customers upon their arrival. We ask that you discuss the service needs with them while on the phone. If equipment to be serviced is in a garage or other locked area, we ask that you open the access door and then return to another area. While our technician is diagnosing, repairing, or replacing your equipment, we request that you do not remain in the area where work is being completed, out of an abundance of caution.

Upon diagnosis and/or at completion of the work, the technician will call your phone to discuss the job/project. Although we can still accept cash or checks, we are asking that you provide a credit card number over the phone upon completion of each job or snail mail a check to our office. We will be emailing your invoice. Etransfers or Cheques are methods of payment. 4% fee will be added to all invoices over \$1000 paid by credit card.

IMPORTANT: If you are experiencing fever or flu-like symptoms and have a scheduled appointment, please let our customer care professionals know in advance so we can discuss options with you to ensure our collective well-being.

The West Country Pump and Filtration Ltd is committed in providing quality service and quality water. We thank you for your continued support moving forward with the following steps to secure everyones health and safety. We thank you for your cooperation.

Kayla Christensen
Resource Officer