Coronavirus (COVID-19) Policy

The management team at Campbell Associates are monitoring the Coronavirus (COVID-19) outbreak and its impact and doing all we can to follow the recommendation issued by the government and Public Health England to ensure the well-being of our staff and customers.

We have implemented business continuity plans to minimise the risk of infection and make sure we can continue to deliver business as usual to our customers should an infection occur at our office. These include implementing clear guidelines for employees, issuing guidance on following safe hygiene practices, implemented social distancing working practices within the office, facilitating staff to work from home where possible and providing support and advice for anyone who needs to self-quarantine.

To minimise the risks staff are provided with appropriate PPE and we have implemented a disinfection wipe down procedure on all goods received for sale, repair and calibration. On completion of our internal processing, all goods are again given a disinfection wipe down before being packed for shipment.

To minimise personal contact, we will limit our installation and decommission service to sites that have implemented full isolation procedures to protect staff and visitors. Personal sales visits have been curtailed for the time being, we will continue to support all customers via telephone and email correspondents.

Should an employee present with suspected coronavirus, we will ensure they are immediately isolated away from the office as quickly as possible, sent home and instructed to contact the NHS should their symptoms worsen.

Should an employee present with diagnosed coronavirus we will close the office, undertake a deep clean and re-open the office once a 7-day isolation period has passed. During this period our home working staff will continue to provide support to our customers.

These precautions will continue until government and the Public Health England recommend that everyone can return to a normal working and socialising environment.