



1 April 2020

Dear Valued Customer,

Our thoughts are with everyone affected by COVID-19 and those struggling to come to terms with this new reality.

## **COVID-19 PROTOCOLS**

Please read the below listed steps Magnet is taking to limit the spread and effects of the virus, whilst still servicing our “essential customers”. These protocols have been implemented to ensure our staff, suppliers and customer’s safety.

### **1. HEALTH AND SAFETY**

**The safety and health of our community, including our customers, suppliers and staff, is our primary focus right now.** Guided by the World Health Organisation (WHO), international best practice and directives by the South African Department of Health and National Institute of Communicable Diseases, Magnet is implementing precautionary measures across the business to mitigate the risk of virus transmission.

#### **Enhanced Hygiene Practices**

We have been educating our staff in line with WHO guidelines and have implemented strict internal hygiene policies across our business such as widespread access to hand sanitiser, increased frequency of cleaning of all work spaces.

### **2. PROTOCOLS IMPLEMENTED**

#### **Contactless Receiving, Delivery and Collection**

Enhanced hygiene measures are put in place and rolled out to our teams with regards to Delivery, Receipt or Collection of goods



#### **Head Office**

Unit 5 Edstan Business Park, 2 Ibhubesi Rd  
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#### **Directors:**

BE Howarth, N Snyders,  
N Ramlutchman-Nel

#### **Magnet Electrical Supplies (Pty) Ltd**

CO Reg No. 1969/016248/07  
VAT Reg No. 4580108233



## 2a. Delivery to Customers

- Magnet employees are asked to keep safe working distance upon the delivery of goods to our customers of one to two meters
- The Magnet employee will at all times be wearing surgical mask and gloves. The gloves will be disposed of from stop-to-stop to ensure their safety and the safety of others
- We ask that our customers designate an area for our deliveries, to ensure strict controls are adhered to as we engage with one another
- The Magnet employee will leave items in the designated area and move away. Awaiting signature of POD
- Upon Receipt of POD the driver will place POD in a sealed plastic bag

## 2b. Customer Collections

- Magnet has a designated customer collection area outside of the building
- When a customer collects at Magnet, items are placed on a shelf for the customer, the customer is requested to retrieve his item and leave the POD on the shelf for a Magnet employee to collect
- As often as possible, staff will sanitise and wash hands

## **3. HOW OUR CUSTOMERS CAN SUPPORT US**

The above outlined measures that we have put in place will assist in limiting the spread and effect of the virus but, the fight against COVID-19 remains a collective responsibility.

**We advise all Customers to also follow the personal hygiene guidelines as set out by the WHO and the National Department of Health, and to implement similar protocol, as outlined above, in the best interest of all parties.**

Best Regards

**Magnet Management**  
[www.magnetgroup.co.za](http://www.magnetgroup.co.za)



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