

Dear Client,

The well-being of our customers, employees, suppliers, and their families are WalkerDigital's utmost priority. We assure you that all conceivable health and safety protocols are in place, to mitigate and manage the potential spread of COVID-19. We will continue to reassess and adapt these protocols as the situation develops.

Internal Policy

WalkerDigital has a remote working policy in place which we will implement when required. We will provide email, telephone and other contact information when we move to remote working. This will have no effect on our ability to provide you with exactly the same service we always have.

We are washing and sanitising our hands regularly and no employee will come to work if they are displaying any symptoms of any illness.

Coming to WalkerDigital

- » Our staff will be taking a step or two back to keep everyone safe.
- » We will sanitise our credit card machine after each use (EFT payments are preferred).
- » **Hand sanitiser is provided for your compulsory use on our reception desk.**
- » Our staff will sanitise their hands before and after contact with each client.
- » We will sanitise our reception desk and chairs after each client interaction.

What you shouldn't do:

Please do not come to our office if you are suffering from any contagious or unknown illness. We do not wish to compromise the immune systems of our staff or clients in any way whatsoever.

What you can do:

- » Minimise any personal interaction with our staff by uploading your files whenever possible. <https://www.walkerdigital.co.za/prints/upload>
- » Make payments by EFT.
- » When collecting prints, we would prefer to have you ring the bell and remain just inside the gate. We will walk down and hand your work to you. This will eliminate the transmission of the virus through close area contact and will be beneficial to both you and our staff.
- » You will still be welcome to come into our office when required (the above steps are to minimise unnecessary contact) but please remember to sanitise your hands upon entering and to stay at least 2 steps away from anyone else.

Technical Support

If you require technical support, please load Team Viewer V10, and we will connect to you remotely. <https://www.teamviewer.com/en/download/previous-versions/>

If you have any suggestions on how we can improve our response to COVID-19 please let us know.

Be calm, be kind, be considerate - and most importantly, be aware, be careful and be safe.

WalkerDigital.co.za