

Dear Customers and Friends

A wise man once said “Strength does not come from winning. Your struggles develop your strengths. When you go through hardships and decide not to surrender, that is strength.” This has never been more true than during this Covid 19 pandemic. As we move through the phases and many of you are getting ready to reopen your doors to the public, we would like to assure you that we at Costello & McDermott are committed to serving you in a safe and responsible way.

As an essential service, we have been open throughout the crisis and have been committed to keeping staff and customers safe. From the very outset, we introduced many measures to keep our staff and customers safe and have been continuing to do so in accordance with the guidelines.

We have implemented a Covid Response Plan to deal with all aspects of the crisis. As part of this, we have appointed a Covid Leader and Covid lead workers from each area of the business. That team are in constant consultation to keep up to date with guidelines and thus make any necessary changes.

Some of our staff are working from home and some have moved around our offices to allow staff to work in a socially distanced way. We have installed screens in our offices and have introduced lower contact and no contact work practices.

Our premises are fitted with hand sanitizer dispensers at every entrance and all our sales/delivery staff have been issued with hand sanitizer and face coverings. We have increased our cleaning especially on high touch surfaces and drivers have been issued with antibacterial wipes to regularly clean the surfaces in their vehicles. All staff have also been given training on hand hygiene and its importance, on respiratory hygiene and the ways in which the virus is transmitted including the signs and symptoms of the virus and what to do if they experience any symptoms. Visitors to our premises are screened for symptoms.

Delivery personnel can offer contactless deliveries, if that is your preference. They are also well versed in social distancing rules and are aware that different premises will have different requirements to facilitate limiting of close contact. Please let us know of any specific requirements you have in relation to accessing your premises.

These are challenging times for everyone but if we all work together, to support one another, we can get through this. Hopefully this will have taught us all how resilient we are and how adaptable we can be. To return to that wise man surely, we will all be that bit stronger as a result of our experiences.

We thank you for your continued support, we wish you every success in the months ahead as you adapt to the new normal and most of all, we wish you good health.

Martin Joyce

Managing Director

26/06/20