

Bio Pro NZ

How we are dealing with Covid-19 to keep you and ourselves safe.

Minimising the spread of COVID-19 is important to keep us all safe and well. As a company we are committed to the Health and Safety of all our employees and those in the community that we provide services to.

We also acknowledge that this can be a worrying and stressful time for many people, as we navigate the uncertainty in relation to the COVID-19 pandemic.

We want you to know that we are monitoring and following the guidelines provided by the Ministry of Health and the NZ Government and adapting our systems and processes to each new Alert Level we enter. Bio Pro NZ is classed as an Essential Service and continues to remain open. We are able to fulfill orders from assessors, technicians, businesses and the general public as well as deliver trial equipment, provide quotes, answer queries and assist you in any way we can.

To ensure we comply with Level 3 guidelines we can confirm that our processes comply with the following conditions set out by the Ministry of Business Innovation and Employment:

1. All orders are contactless and taken online or by phone only.
2. Visitors are not allowed entry to our warehouse or offices under any circumstance to view, purchase or collect products.
3. In fulfilling orders we are taking all appropriate public health measures - read below for more details.
4. All orders are delivered directly to a specified address (either the end-user or in some cases an assessor) in a contactless way i.e. there is no physical interaction between the deliverer and customer. We ask that you provide your full name to the courier at a safe distance to record the delivery as being received.

To help ensure that we can stay operational and continue providing New Zealanders with the equipment they need, we have put in place the following:

1. Ongoing communication with our freight/courier companies to make sure we keep items moving around the country.
2. Adherence to all New Zealand guidelines on minimising the risk for all our team members and customers.
3. Regular contact with our suppliers around the world to ensure we remain well-stocked to get through the lockdown period.

C1 South is dedicated to:

1. Protecting the health and well-being of our customers, team members and their families.
2. Continually updating our staff with the very latest information on COVID-19 and advice from the Ministry of Health.
3. Maintaining a dependable workforce.
4. Providing reliable products and services through these challenging times.
5. Ensuring we maintain the highest standards of hygiene and cleanliness in our warehouse and office.

C1 South is taking the following precautions:

1. Wearing gloves whenever in contact with products or equipment.
2. Frequently washing hands and using hand sanitiser.
3. Ensuring all equipment is clean prior to delivery.
4. Maintaining a two-metre distance from other team members at all times.
5. Cleaning workspaces multiple times per day.
6. Enforcing self-isolation when not working and adhering to the lockdown rules.
7. Ensuring anyone who is even slightly unwell stays at home.

Our primary goal is to ensure we follow all procedures necessary to keep everyone safe. If you do have questions, please reach out to us.