



ALSCO SUPPORT CENTRE

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[alsco.co.nz](https://www.alsco.co.nz)

Dear Valued Customer,

We appreciate your patience and continued business with us through these uncertain times. Like all of you, we are working hard to understand and implement to the recent Government COVID-19 announcements.

AlSCO will be operating as an Essential Service. While many of our team members will be in self-isolation once New Zealand goes into Level 4 restrictions, measures are already in place to ensure that we always maintain sufficient staffing in order to support the ongoing operations of our Essential Service clients without disruption.

We acknowledge that both clarity and flexibility is required in this challenging time, AlSCO responses include:

1. **We will temporarily suspend all services and billing to all sites as of 1st April**, except those designated as Essential Services and whom directly request of us that we continue to supply. Any questions to info@alsco.co.nz
2. **Our focus at this time is ensuring uninterrupted supply to our Essential Service customers of only those services and products without which they cannot safely operate.** Non-critical services and products may not be available, even to Essential Service customers.
3. Some Essential Services may need temporary reduction of services to sites – we will need guidance from your teams as to how this might look. AlSCO may not have the resources available to do small deliveries. Inquiries to info@alsco.co.nz
4. We will work closely with you bring sites back online in a graduated fashion as/when required. Let us know at info@alsco.co.nz

AlSCO NZ has been part of the fabric of New Zealand business for 110 years, and our focus in this troublesome time is to support our customers as a reliable and understanding business partner who is 'in it for the long haul'.

We will be available throughout this L4 period, albeit many of our key team members working from home. There may be an occasional delay in our ability to respond, and changes to service requirements can't happen immediately. We ask that you please show patience.

AlSCO is currently transitioning some office-based staff to work from home, flexing our production and service crews in line with demand, and working with our supply chain to secure essential items for continued operation.

This may result in longer response times as staff phone functionalities can be limited outside of the office, and key staff are working on critical response matters. Some parts of



the business are managing many times the volume of inquiries, service adjustments, and orders we than we normally receive. We are doing all we can to manage these responsibly while keeping our staff safe.

Service & Supply Issues:

- **Dispenser installations** – We will not have the resources available to install dispensers from 26th March until further notice.
- **Hand Sanitisers** – particularly Alcohol based products: With extremely high demand and supply limitations of Ethanol, bottles and pumps, we are now out of stock of these, and will be for some time. Our Customer Services team will let you know about limited alternative Alcohol-Free options. Orders sent through prior to 20th of March will remain in our system and will be prioritised.
- **Sanitising Wipes** - We are out of stock of some lines currently, particularly alcohol-based wipes, but are working with our supplier to have stock available as soon as we can.
- **Toilet Tissue, Paper Towels & Soap** – Stock levels are fine. There may be intermittent product outages but these will be managed by us, and our supply chain, and should not result in significant or ongoing issues. We have been and will monitor sales and may need to restrict supply to ensure existing customers receive fair allocations. If specific lines are temporarily out of stock we will offer a substitute if available.
- **Returns Policy** - Please understand that due to the circumstances we are not accepting any returns of product ordered and supplied during the Coronavirus outbreak. Extra services can be reduced, or even increased for Essential Services, within reason. Let us know at info@alsco.co.nz

Please use info@alsco.co.nz to inquire about service requests or changes, product availability, or any other Alscos related matters. Alscos will keep you informed of further people, product or business updates as they develop on our website www.alsco.co.nz

This situation is unprecedented. We sincerely hope our customers stay safe and healthy. Alscos will continue to work as hard as we can to supply you what you need, when you need it.

Please be kind and patient.

Yours sincerely,

The Teams at Alscos and Fresh & Clean