



DAWSON'S DISINFECTING AND SANITISING CASE STUDY

Dawson's Disinfects a Critical Infrastructure Site

A confirmed case of COVID-19 on a Critical Infrastructure Site in Melbourne threatened to cease the important 24/7 operations conducted on the site and potentially infect other staff. Dawson's Australia were quickly on the scene to help.

The Facilities Manager of the Critical Infrastructure Site called Dawson's Australia at 1pm on a Wednesday afternoon at the end of July. He said that he had received a directive from their head of safety that there was a confirmed positive case of COVID-19 at their 24/7 operation that required immediate attention. The Facilities Manager said that there were normally up to 30-35 people working in this 24hr environment and that it was imperative to keep it operational.

The Facilities Manager told us that he called Dawson's because their previously contracted cleaning company had a lot of confusion around the process of dealing with this situation, whereas Dawson's had a clearly defined process for fogging and our disinfecting and sanitising product is listed in the Australian Register of Therapeutic Goods which enabled fast approval from his safety officer.

Dawson's recognised this situation required an immediate response and were able to have 4 technicians onsite by 2:15pm and a fifth technician by 3pm. The technicians carried out a full disinfect and sanitise service for the entire 24/7 Infrastructure Site. The team completed the service just before 8pm, and the facility was back up and fully operational by 10pm.

Implemented Action

- > A confirmed case of COVID-19 in a Critical Infrastructure Site threatened to cease the important 24/7 operation of the site. Dawson's responded immediately and were on the scene within the hour.
- > Dawson's completed a full disinfect and sanitise fogging service for the entire site in approximately 4 hours.

Result

Thanks to the fast response and the dedicated Dawson's team, the Critical Infrastructure Site was only out of operation for a few hours and were back to work that same night.

Why These Result Were Achieved

The benefit of working with Dawson's is that we are fully accredited, have a fast response time, our sanitising product is listed in the Australian Register of Therapeutic Goods - ARTG #338686, and we have a clear understanding of sanitising processes and the importance of thorough sanitising and disinfecting services in this current climate.

Client Feedback

"Professionalism always 100%, immediate lines of communication, response time second to none."

"[The best thing about Dawson's service] the End to End process – we made a call to Dawson's and immediately heard back from management to discuss our problem; a team of technicians was dispatched within the hour. The process took about 4hrs to cover off approx. 4000 sqms and we were operational again within 4 hours!"