

Coronavirus... Help Us, Help You

As the spread of Covid-19 increases we want to let you know that FM Environmental has put on hold all new installation work until further notice. The Company however, recognises the importance of maintaining a functioning water and wastewater infrastructure and has retained an emergency response team to ensure the upkeep of equipment and to respond to customer call-outs and breakdowns.

Employee and customer wellbeing is our top priority and you, the customer, can help us in delivering our service effectively, efficiently and most of all safely while attending site.

1. FM Environmental is, as a minimum, following government guidelines on proper health and safety practises for curtailing the spread of Coronavirus. If you have additional preventative measures you would like us to adhere to while attending site, please let us know.

2. The Company is taking all reasonable hygiene precautions at our premises and have restricted visitors to the premises to essential personnel only. If you wish to correspond with our staff please do so by email, phone or Skype.

3. We have implemented remote working facilities for staff and will utilise this as required while still maintaining a scaled back yet functional presence at our premises. Given the shutting down of some suppliers we may experience difficulties with product availability and would appreciate your patience and understanding during this period.

4. Our service personnel are equipped with the appropriate Personal Protective Equipment to minimise cross-contamination. Disposable, non-reusable gloves have been provided and will be worn for all work including signing service reports, customer login books, PDA's etc.

5. An additional site-specific Risk Assessment will be carried out by service personnel prior to entering or commencing work on sites. We would ask for your cooperation in the event that additional preventative measures are required prior to work commencement.

6. Where possible, service and response work will be planned and carried out without the need for social interaction with customers. Our office staff will contact you in advance to advise how best to carry out our work safely, effectively and with the minimum of direct contact with you or your staff.

7. We are available by phone on +44 (28) 302 66616 or by email to your normal point of contact. Should you have any queries please do not hesitate to contact us.

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Updated: 31.03.20