



## Coronavirus... Help Us, Help You

As the spread of Covid-19 increases, we want to let you know that FM Environmental has implemented its Business Continuity Plan and is as prepared as possible for any impact on our service. 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.

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, 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 such as employees and delivery drivers. If you wish talk with, or meet, our staff please do so by phone or Skype.
3. We have implemented remote working facilities for staff and will utilise this as required while still maintaining a functional presence at our premises. We do not envisage any issues with service delivery but appreciate your patience and understanding if some product availability is temporarily affected by the current situation.
4. Our Service and Installation 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 log-books, PDA's etc.
5. An additional site-specific Risk Assessment will be carried out by Service & Installation 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 installation 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.

*Help Us, Help You.*