

## COVID-19 Management Plan for Continuity of Sales, Manufacturing, Tech Support & Service

**This communication is to confirm our current position, precautions and actions being taken, and services that we are continuing to provide.**

At Aquatronic Group Management Plc, we are reviewing on a daily basis the changes in this unprecedented and rapidly evolving situation, taking and revising appropriate action in all parts of our business to comply with Government and NHS Guidance and to help prevent the spread of COVID-19.

Our first priority is the safety and well-being of our colleagues, customers, partners and the communities we serve.

All office functions, including Sales, Technical Support & Service are fully resourced, at present with approximately 20% over capacity, based on recent activity levels. (this will facilitate continuity in event of individuals self-isolation etc.) These functions are being provided by our original permanent team members, who are now fully operational, working from home, with full remote access to our central IT systems.

### Product Sales & Manufacturing

Contact: 01206 215121 email: info@aqpm.co.uk [www.aquatechpressmain.co.uk](http://www.aquatechpressmain.co.uk)

We continue to offer prompt attention to enquiries and provision of quotations.

We have stock of high volume finished products ready for despatch upon receipt of order.

We currently hold good stock levels of materials & components to produce all other 'built to order' products from our ranges, which will continue to be available on the usual lead times.

### On-Site Service Work

Contacts: Head Office, Southern Regions, Colchester 01206 215151

Northern & Scotland regional office, Manchester 0161 2264727

The 24/7 emergencies out of hours 07710 161616.

AGM Pumpseal Customers, Southampton (incl. 24/7 emergency) 02380 660122

As providers of water utility Services, water supply and hygiene, as well as some safety critical mandatory inspection work, we are classed as 'Key Workers'. This permits us to travel, in accordance with current Government Guidelines, to and from customer premises and sites to carry out critical Maintenance, Repairs, Mandatory Safety Inspections, and Emergency Work.

We are continuing to provide maintenance and safety inspection visits in line with our existing ppm contracts, as well as repairs, and emergency work as required upon request from Customers.

**COVID-19 safety:** We have completed, and will continue to update as necessary, our Risk Assessment addressing the risk of contamination, both transmitting and exposure, to and from our Service Engineers. The requirements arising from these RA's are included in a RAMS Appendix, which is a mandatory supplementary requirement to all existing or newly produced RAMS for all site work. Copies of all RAMS and this Appendix are available to Customers upon request.

We are continuing, on a daily basis, to monitor and comply with the Government instructions and guidance.

26/03/2020  S Ward, AGM Plc QHSE Mgr.