



COMPANY POLICY ON WORKING PRACTISES FOR TACKLING COVID 19

As for all companies we have had to adapt our working practices to cope with Covid 19 and to understand the evolving policies of all of our customers as well.

We have continued to work throughout the pandemic and will continue to do so. We have also been visiting customers sites for sales and service activities and to assist in machine tool installations.

We have a policy of contacting all of our customers before visiting them to understand what their own health & safety policies are in order to ensure that those can be met as these obviously differ from company to company.

All of our staff are equipped with bottles of hand sanitiser, a stock of one time use gloves, and with face masks (both reusable and one time use) and we all practise safe distancing measures and ensure that we are complying with all of the relevant guidelines as issued by HMG.

Our Principals are keeping themselves updated with the various national and international changes as are being implemented as they look to support their customers throughout the world and when one of their engineers is scheduled to visit any of our customers we ensure that they are made aware of each customers own working practises and Covid 19 policies.

Already we have implemented the use of 6 video conferencing platforms in Zoom, Skype, TeamViewer, MS teams, Lifesize and Google Meet and are liaising with all of our Principals to ensure we can hold video conferencing with our customers.

Many machine tool manufacturers are also looking to implement more training videos to help end users get the best out of their machines in the event that travel is impossible or is impractical and there will be a large uptake in video support for service work and sales as well.

When you need support it will be provided via the hotlines that our Principals have implemented and we are pleased to be able to confirm that over recent months we have not had any major issues in supporting our many customers both here in the UK and in Eire.

The safety of employees both yours and ours is very much the most important thing for us, as we know it is for you, and rest assured this will never be put at risk.

Chris Boraston

May 2020