

Access Electrical (Services) Ltd

COVID-19 contingency plan – updated 24.03.20

Dear Customer

Just to let you know that we have implemented a process that allows Access Electrical (Services) Ltd to operate our full services remotely, with minimal impact to customers, working in-line with the government advised isolation protocol.

We can confirm:-

- All members of the Access team have the ability to work from home.
- All members of the Access team have access to the internet.
- All members of the Access team have computers/laptops with the correct software needed to operate as normal/usual.
- Access internal ERP systems and communication processes and software are suitable for a remote working eventuality.

General notes to consider:

- Stock of our switch and sensor products are held in our Tiverton premises.
- A list of our standard stock items is available upon request – please email sales@access-electrical.co.uk if you would like to see this – or please see our website to check current stock availability.
- We are in daily contact with our suppliers, and customers will be notified in advance of any currently unforeseen lead-time issues that may interrupt continuity of supply.
- **We will now have to nominate one day a week to despatch orders in order to minimise the time staff members spend working in-house – this will be every MONDAY and whilst we will send everything by Parcelforce 24, we have been advised by Parcelforce that they can no longer guarantee this service.**

Team Communication for remote working:

- Team briefings will be held at 9am every morning to discuss tasks and priorities for the day.
- Customer application and technical support meetings will be available via conference calling.
- Team members will communicate daily on an ad-hoc basis re projects and tasks.
- The Senior team will have a briefing at 16:00 every day to discuss any issues that need to be addressed or prioritised.

Client Communication:

- Any planned face-to-face meetings can be changed to telephone conference calls.
- Clients can contact any of our team on our usual telephone number 01884 34445 or using your normal email contacts.

- Our website will be updated with our plans as they evolve.

Actions already taken:

- Prepared plans for staff to work remotely.
- Prepared an email for all clients including contact information and plans for remote working.
- Created a plan which considers actions that need to be taken, for example, if we need to pause, continue and prioritise tasks, in the event Coronavirus pandemic worsens.

If you have any queries, please don't hesitate to get in touch.

Best Wishes
Sarah Miller

Managing Director

24th March 2020