

Access Electrical (Services) Ltd

COVID-19 contingency plan – updated

03.11.20

Dear Customer/Supplier

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.

Important notes to consider:

- **As of 05.11.20 our opening hours will be 9.30am – 4.00pm Monday to Friday. We will, however, only be despatching three days a week – on Mondays, Wednesdays and Thursdays.**
- **We will send all customer orders out by Parcelforce 24, although, as in the previous lockdown, we have been advised by Parcelforce that they can no longer guarantee this level of service.**
- If you have an urgent request for stock please contact our team and we will try our very best to get your order to you as quickly as possible.
- Stocks 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.

Team Communication for remote working:

- Team briefings will be held at 9.30am 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.

Customer Communication:

- Customers can contact our Sales Team on our usual telephone number 01884 34445, by emailing us at sales@access-electrical.co.uk, or by using your normal email contacts.
- Our website will be updated with any further plans as necessary.

Actions already taken:

- Prepared plans for staff to work remotely.
- Prepared email for all customers including contact information and plans for remote working.
- Further plans already considered if we need to pause, continue or prioritise tasks, in the event this second wave of Covid-19 worsens.

If you have any queries, please do not hesitate to get in touch.

Stay Safe!

Sarah Miller

Managing Director

3rd November 2020