

COVID-19 Company Update - Nov 2020

Our priority is always the health, safety and wellbeing of our colleagues, partners and customers, so please be aware that we are taking all necessary measures to ensure that we reduce the risk of exposure to infection.

Some of these measures may affect you and your colleagues, so please take a moment to make yourself familiar with our current approach.

Monitoring and response

Our senior management team is continually monitoring the situation, paying particular attention to the advice and guidelines issued by PHE, so that we can implement the appropriate measures to ensure that we maintain the health and safety of our employees as well as business resilience so that we can do our best to ensure there is no interruption to the service we provide to our customers.

We are confident that our business continuity plans will ensure continued operation under these challenging circumstances, and we will continue to review and update it in response to any new factors.

The management team remains in regular contact with our employees based remotely and is taking both proactive and reactive steps to manage our response to the situation and to mitigate its impacts not only for our business, but also for our partners and customers.

Employee health

As we continue to monitor the latest updates and information, we are taking additional measures to ensure that we safeguard the health of our colleagues and that we preserve our ability to operate effectively.

We are adhering strictly to national and WHO guidelines regarding exposure, quarantine and reporting, and we are in communication with colleagues to ensure that they are informed and supported.

We have introduced a policy of self-isolation where necessary, and we are taking advantage of home working wherever necessary or appropriate.

General travel

We are monitoring travel guidelines issued by national health agencies, our position on general travel is that non-essential travel is not permitted until further notice. We review travel requests on a case-by-case basis.

Meetings and site visits

As part of our usual operation, we routinely visit customers for meetings and to provide training and presentations. We must acknowledge that this increases the risk of exposure to infection for everyone involved, so we are able to conduct meetings virtually, either via telephone or using video conferencing platforms where applicable. In the event that meeting in person is essential, we will take all necessary precautions and follow all appropriate risk mitigation protocols.

Many of our colleagues are engaged in the operating, servicing and maintenance of critical equipment. We acknowledge that these activities may require us to adjust protocols, and we will work with you to ensure that all parties are protected while essential work is undertaken. If necessary, we may need to delay or reschedule on-site work as appropriate.

We respectfully request that visits to our office and workshop are kept to an absolute minimum and that, if your attendance on site is essential, you will follow the procedures regarding hygiene and social distancing that we have put in place for the protection of us all.

Anyone visiting our office will be required to complete a pre-screening questionnaire and to have their temperature taken on arrival.

As the situation develops

We continue to assess the situation, and we will update our policies and guidance accordingly. If you have any concerns, or if you would like further information on our current protocols, the members of our senior management team will be happy to help -:

Allison Barham - General Manager - 07508 630945 - allison@sludgetek.co.uk
Peter Cramp - Managing Director - 07734 779567 - pete@sludgetek.co.uk

Outside of normal office hours, you may contact our 24-hour Emergency Team on 0845 130 7828

We are eager to work with you to contribute to everyone's safety and to the effective management of this pandemic. I hope you will inform us of any developments in your business that might affect us, as we will continue to apprise you of any relevant developments in ours.

Yours sincerely,

Peter Cramp
Managing Director