

COVID-19, CORONAVIRUS UPDATE 24 March 2020

Following the instruction from the Prime Minister to 'stay at home' we have updated our instructions to our engineers and our new process is detailed below.

On receipt of a call regarding a pump system breakdown the following steps will be taken:

- The request will be Triaged by one of the following qualified staff to determine if it is possible for the customer to correct the fault themselves:
 - Andy Coles
 - Jim Boyce
 - Bob Gill
- If the fault cannot be rectified over the phone the Managing Director will review the details of the requirement and he will decide if it falls within the scope of essential services in the guidance note issued by the Department of Education for the oil, gas, electricity and water sectors (including sewerage).
- The Managing Director will authorise and instruct an engineer to attend to attempt to restore the water supply, UV or sewage system.
- The engineer will contact the customer by phone to agree access arrangements that ensure social distancing can be maintained.
- The engineers will carry letters of authorisation for carrying out essential work, signed by the Managing Director.

Should anyone have any questions on this please contact our Managing Director on 07870 251528.



Andy Coles
Managing Director