



COMPANY POSITION STATEMENT: CORONAVIRUS COVID-19

1st April 2020

Following yesterday's letter from the Secretary of State to the Construction Sector, we are maintaining supply to critical parts of the industry and our business is fully operational with all of our teams now working remotely.

All of our contact telephone numbers and email addresses remain the same and we are committed to being an active part of our customer supply chain.

Some material supplies have been affected where units have temporarily closed, but we are, in most cases, able to offer alternative products and will contact you if any products you order are likely to change.

We are confident our business is operating as safely as possible and by adopting a new Delivery Ticket Signing Protocol, electronic delivery of invoices and remote working for our office teams, we are ensuring the safety and welfare of our staff, hauliers and customers.

We are very grateful to all of our staff for their commitment during a period of unprecedented change and assure our customers that we will continue to be of service to you throughout the challenging period ahead.

We hope that the measures that have been put in place across the country will see our businesses return to normal at the earliest opportunity and most importantly that you, your families and colleagues stay safe and well throughout.



24th March 2020

In light of the most recent announcement made by the Prime Minister, we have today taken further measures to protect the welfare of our office-based teams so that we can continue to operate as a business and provide a service to those who are in need of it.

In addition to the measures in our original statement below; from today the majority of our staff will now be working remotely from home, with full IT connectivity and capability.

We have a limited number of people based in our offices in strict accordance with additional distancing and hygiene measures.

Our existing contact numbers and email addresses remain active and will be answered as normal.

We are currently still able to deliver materials to site and will update this position regularly in the event that Government or PHE guidance changes.

We will do our best to meet all customer requirements, but our priorities during this period will be the safety of the people who work with us and the reduction of the potential impact on the health service.

Please help our drivers to reduce contact by allowing them to adopt our self-signing delivery protocol and please talk to us if you have any concerns about delivering products safely or material supply.

We thank you for your support and cooperation and hope you, your colleagues and families stay safe and well throughout the challenges ahead.

18th March 2020

As the situation with the COVID-19 coronavirus continues to evolve, with major implications for public health, we want to reassure you that we have put in place measures to minimise the risks and reduce the impacts to all the people and businesses with whom we work.

We are focused on two key aspects:

- The health and welfare of our staff, visitors, customers and connected business partners; and,
- Our ability to continue to operate and fulfil customer requirements throughout this period.

Our existing Business Continuity Plan identifies the requirements that would be needed for the business to function under a wide range of scenarios and it is kept under constant review. These scenarios include natural disasters, acts of terrorism, data breaches, power and transport failures and major sickness outbreaks such as pandemics.

Operational resilience

We have invested in technology to ensure that the business is both robust and adaptable and able to cope with significant and potentially disruptive events:

- We are able to redirect work phone lines to employee mobile phones, so they remain contactable.
- Our phone system will continue to operate as normal from any remote location and our existing contact numbers will remain active in the event of staff relocation.
- Our IT systems are capable of being used remotely for home working.
- We have postponed all but critical meetings and limited our external teams activity to reduce their exposure.
- We have enhanced visitor safety procedures and cleaning regimes within our offices.
- We have issued a new protocol for the signature of delivery tickets.
- We are preparing our IT systems to deliver a higher volume of electronic invoices and will update you when this has been completed.



Employee and visitor safety

The health, safety and well-being of our staff and visitors is of paramount importance to us. We are therefore closely monitoring and implementing official guidelines from the Government and health organisations in respect of coronavirus. Specific actions taken include:

- All non-critical meetings at our offices have been postponed and will be conducted over the telephone where possible. In the current circumstances, we believe that facilitating meetings by telephone or video conference is best practice.
- Any staff feeling unwell have been asked not to come to work. We have communicated to all staff that if they or anyone in their household have any one of the recognised symptoms, they should remain at home for 14 days in accordance with current government guidelines.
- Information has been given regarding regular, thorough hand washing. Hand sanitisers, disinfectant wipes and tissues are widely available throughout our offices for both staff and visitors and we have reinforced our existing clear desk policies to facilitate additional cleaning and hygiene procedures with our staff throughout the day and each evening with our cleaning team.
- We have put measures in place to restrict contamination from deliveries into our offices.

In the event of any relocation or home working our existing contact details will remain the same and we confirm these for ease of use:

All telephone enquiries and orders: 01663 765000

General enquiries and orders – sales@marchington.net

Accounts and payment enquiries – accounts@marchington.net

Any Health & Safety or COVID-19 specific enquiries – data@marchington.net

The coronavirus outbreak is clearly a constantly evolving situation and we want to reassure you that we are taking all practical precautions to minimise the potential impact of coronavirus whilst ensuring it is business as usual.

We will continue to monitor the situation and follow directions given by the government and will take whatever action is necessary to protect the health of our customers and our teams.

Any updated statements will be posted on our website but if you have further questions please do not hesitate to contact us by phone on 01663 765000 or by email to data@marchington.net