

Our Ref:

Your Ref:

Date: 17 March 2020



To All Customers

Priorclave Covid 19 (Corona virus) Policy

In the early days of Coronavirus (Covid-19) awareness, when the disease was confined mostly to China, we received a number of requests for information on how the virus would affect our ability to supply goods and services to our customers. At that time the concern was principally about continuity of supply of parts and components.

All too quickly the situation has developed so that now the issue is not only component supply or staff absence through illness but also potential threats to parts of our core business, along with that of some customers and suppliers.

In the light of this we felt that it was now appropriate to provide an update on what steps we are currently taking and our contingency plans for future possible developments to enable us to continue to provide our products and services as far as we are allowed to do so.

As would be expected, at Priorclave the health, safety and experience of our employees and clients is our top priority.

We want to provide reassurance you that we are prepared, with clear provisions in place.

We are closely monitoring the coronavirus (COVID-19) outbreak and our actions are based on the latest and most up-to-date sources of **trusted** advice, which include:

[Guidance for employers and businesses on covid-19](#)

[NHS Website Coronavirus pages](#)

[Government Website – Covid 19 information for the public](#)

We frequently review these **trusted** sources and will amend our statements to both staff and customers accordingly as the disease progresses.

Primarily this plan is designed to help us mitigate the effects that a potential pandemic may have on our employees and their families, whilst simultaneously allowing the continuation of operations that support essential functions and services to our clients.

Our staff are kept informed of the latest advice and recommendations from our trusted sources on hygiene, close contact and self-isolation and we ensure sufficient stock levels of soap, soap dispensers and that hand sanitiser dispensers remain filled.

We have ensured that we are adequately equipped to carry out meetings between ourselves and with customers and suppliers remotely.

Where possible and feasible, we will request video and phone conferencing in place of face-to-face meetings, until the current situation has abated. In other words, we will be looking to join external meetings via phone-link / phone conferencing, and make more use of Skype / Face-Time and similar video-links.

Certain of our staff already work from home and where practical we will, while this situation continues, facilitate this for other staff members where possible and feasible.

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Within our manufacturing area of course this will not be a practical. We have made manufacturing staff aware of the need to avoid close contact (currently considered as being within two metres of another person for 15 minutes) as much as possible.

It is our aim to continue manufacturing to complete current orders and any future orders that we may receive but we are also aware that the current crisis will have an effect on our supply chain and have made staff aware of arrangements should we have to close our factory.

All service visits will remain unaffected unless customers confirm otherwise and / or there is confirmed case of Covid-19 within the customer's business which could pose a significant risk of Priorclave employees contracting the virus during the visit.

In case of having to close down our offices due to Covid-19 or legislation we have made provision to set up our telephone system to enable our service department to be managed as normal but remotely. We aim to continue to service and repair customer's autoclaves for as long as we can.

Our focus is, as always, to protect the health of our employees, customers and our communities.

The situation is evolving rapidly and we will continue to monitor official advice and modify our policies accordingly. Please be assured that we remain fully committed to support your business unless external factors prevail otherwise throughout these challenging times.

This document and any future updates are available on our [website](#), which is being updated regularly.

Stay safe

Tony Collins

Managing Director