

**Palamatic COVID-19 Statement**

In line with recent developments of COVID-19 Palamatic Ltd, have put into action a number of contingency plans to protect our own people, you as a customer, our Supply Chain and our ability to remain open for business. **We have a strong order book to fulfil for our customers across all manufacturing sectors.** We want to make sure our customers get their business-critical lifting and handling equipment on-time!

As an ethical business set up to manufacture goods in high quality stainless steel we feel it is our duty to help others in this time of need. We are now actively pursuing opportunities where we can assist in the build of equipment to help the COVID-19 crisis by providing parts, fabrication or assembly for ventilators or any other urgently required equipment for NHS.  If you feel you could partner with us to help the greater cause we would love to hear from you.

**Our actions include:-**

**Customers with Palamatic equipment**

* Restricting service engineer visits to maintenance of UK Palamatic Equipment provided the customer has policies in place to receive and protect third party workforce. Should this not be the case we will postpone these visits.
* Offering on call telephone and video support to assist customers in keeping your equipment in working order.
* Continued stock and availability of spare parts

**New Applications**

* Unfortunately, we will not be able to visit any clients in person over the next few weeks, but are all prepared to assist you with your enquiries and applications by telephone or webinar
* Communication with clients will remain via telephone, email and conference calls
* We can offer presentations on technical solutions via telephone but ideally via video meetings where we can share lots of information with you to help you choose the right solution.
* Email or telephone us for a digital appointment!

**Ordering Spares, Service or new Systems**

* Please send orders to sales@palamatic.com/ usasales@palamatic.com
* You will be made aware of your project manager and contact relating to the project will be set up via telephone/ webinar
* Delivery of spare parts will be subject to courier services available. You are more than welcome to organise your own collection of packages. Please let us know what you prefer.

**Palamatic Daily Life over the next few weeks**

* We have ensured our team has the resources to work from home
* We will be following all sanitisation guidelines in terms of hand washing and working environments
* We will maintain a limited workforce at HQ with a view to creating more space for people to produce product safely and to ensure we can still despatch spares and systems to customers
* Production organised to minimise close contact. We are able to receive goods in and despatch under these new controls.
* Daily communication with suppliers to keep projects on track
* Immediate self-isolation for anybody feeling unwell or showing symptoms
* Creating a plan which considers actions that need to be taken, for example, if we need to pause, continue and prioritise tasks, in the event Coronavirus pandemic worsens.