

# **MERRIDALE®**

**Fuel Management · One Solution**

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## **Coronavirus (Covid-19) Statement**

Merridale Ltd has noted the concerns raised by our staff & customers regarding the increasing risks associated with Coronavirus (Covid-19) Merridale is committed to maintaining the health & safety of all its staff & customers. We are taking all practicable steps following government advice to minimise risk to all parties.

### **Service & Support**

Merridale is currently operating its business as usual. Customer support hours & Field Engineer service levels remain unaffected.

If government advice changes, or staff are affected by the virus, & we are impacted in some way, we have various contingency plans in place to mitigate the effects on our customers & staff. We have a dedicated team in place to monitor government advice & they are responsible for ensuring contingency plans are implemented where necessary.

Many aspects of the Merridale business can operate remotely & as such staff have been identified & equipment / procedures tested to ensure continuity. This should lower the risk of contagion to our staff & ensure our customers can receive acceptable levels of support for their business.

We are striving to maintain our supply chains & have forward ordered critical parts & spares to ensure supply.

Our service engineers are being remotely supplied with any spares they require to avoid social contact with the manufacturing facility.

Although Merridale has tried to put plans in place to ensure our customers are affected as little as possible by these challenging circumstances, we are aware that the dynamics of what we are dealing with may mean requests on the business may take longer than normal to complete. We ask for your understanding in these cases & request you work with us during these difficult times. Should there be any other additional changes in circumstances that may affect you then we will let you know as soon as possible

If you have any questions, please contact us.