

Memo

Coronavirus (COVID-19) - External Communication Update

To:
From: John Coe - Commercial Director
Date: 17/03/2020

AWMS (Alumasc) is closely monitoring the ongoing situation with regards to Coronavirus (COVID-19) and we wanted to give you an update of the contingency arrangements that we have in place in light of the situation escalating. We are focused on ensuring the safety of our staff and customers, whilst continuing to provide our usual service level.

- The senior management team is closely watching the situation and following the latest advice from the government.
- We have and continue to communicate best practice and updates to our employees and will continue to send out updates as the situation evolves.
- A crisis management team has been set up and our disaster recovery contingency plan is prepared in case of an outbreak of the coronavirus within the business or a general lockdown of one of our offices.
- All key employees / departments have laptops and are able to work remotely if the situation arises. If in the case of an office / site shutdown we will continue to manage the business as best possible.
- We have access to teleconference and meeting services including MS Teams and WebEx, so meetings and communication between staff members and external stakeholders can be held remotely as required.
- We have responded to the latest Government guidelines and are enabling Home Working for employees where this can be accommodated. To ensure we maintain our service levels during this difficult period we recommend that **all enquiries are communicated using the following email addressees.**

Skyline, Rainwater & Harmer (Burton Latimer)

- **Estimating** - estimating@alumascwms.co.uk
(All pricing, discounts, stock levels, quotes, general product enquiries)
- **Technical** - technical@alumascwms.co.uk
(Technical advice, product recommendations, drainage calculations)
- **Customer Services** - customerservices@alumascwms.co.uk
(Orders, queries, delivery dates, can also help on stocks)



(Burton Latimer)
Station Road, Burton Latimer, Kettering, Northants, NN15 5JP*
Tel: 01536 383 810 • email: info@alumascwms.co.uk

(Halstead)
Third Avenue, Halstead, Essex, CO9 2SX
Tel: 01787 475 151 • email: sales@wadeint.co.uk



Wade & Gatic (Halstead)

- **Wade Technical** - tech@wadeint.co.uk
(Technical advice, product recommendations, drainage calculations)
- **Gatic Technical** - gatictech@wadeint.co.uk
(Technical advice, product recommendations, drainage calculations)
- **Wade Customer Services** - sales@wadeint.co.uk
(Orders, quotations, queries, delivery dates, advice on stocks)
- **Gatic Customer Services** - gaticsales@wadeint.co.uk
(Orders, quotations, queries, delivery dates, advice on stocks)

General

- **AWMS Marketing** - info@alumascwms.co.uk
(Literature, price lists, product samples & CPD requests)

Kind regards

A handwritten signature in black ink that reads "John Coe". The signature is fluid and cursive.

John Coe
Commercial Director



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