



Attending customer sites for mock-up – Covid 19

Dear Customer,

As we are all aware, we are in an incredibly challenging period and ATEC would like to confirm that going forward we will continue with business as usual until we are advised that this is no longer an option.

The health of our employees and yours is of utmost importance to us, which is why we have changed our procedures to ensure that everybody is kept as safe as possible whilst continuing to offer the best possible service.

Since the onset of Covid 19 we have seen a change to many working practices.

ATEC now send out this information sheet prior to site visits taking place; this is for your information as well as your agreement to the procedures we have had to put in place to safeguard our employees and yours.

All of our engineers are vetted on a daily basis to ensure none of them have any symptoms prior to them attending site, and should they have symptoms they are advised to follow the guidelines and self-isolate immediately and not attend any customer sites.

All engineers are aware of the social distancing advice issued by Public Health England and will put this in to practice when in attendance on your sites, in addition to this our employees have been issued with face masks, gloves and hand sanitiser and will all be following the personal hygiene recommendations from Public Health England.

Employees at customer site that are essential to the mock-up and that will be working within 2m of any ATEC employees are also requested to wear masks and gloves and to keep time on projects to a minimum.

Much as we always appreciate customer hospitality of tea and coffee; at this point in time we have to decline this.

You are requested to ensure that the job is ready for our employees to begin work as soon as they arrive.

Should the customer/site not be ready when we attend then ATEC staff will leave the site and only return when the customer can confirm that everything is ready for them to carry out their task. (This may result in a cost for an aborted journey.)

Our normal service levels are currently being maintained. However, it goes without saying that this is a rapidly changing situation and we will endeavour to keep you updated if service is likely to be impacted.

If you have any questions we are still as always at the end of the phone or email, so please don't hesitate to contact us.

Yours sincerely,

ATEC Autotechnic Ltd