

17th June 2020

WORKING TOGETHER TO ENSURE SAFE FACTORY & SITE VISITS

Dear Customer,

As Michelmersh continue to ensure safe working environments for our staff, customers and suppliers, we have put in place a vast number of health and safety measures. To protect everyone working within or visiting our sites, we would like to highlight further recommendations to ensure we are keeping our workplaces COVID-secure.

In order to remain COVID-secure it is important that the following is adhered to:

- 72 hours' notice, or as much notice as possible, will be required for any visit.
- A visitor form will be issued and must be completed 48 hours prior to the visit, or the visit will need to be rearranged.
- At present we are unable to accommodate last minute appointments or cold callers. Anyone who turns up at one of our sites unannounced, will be turned away and asked to schedule an appointment.
- In order to ensure we remain a COVID-secure workplace we must insist that all visitors receive a site induction upon arrival and these rules and procedures need to be adhered to.

We appreciate that some of these procedures will cause additional time and inconvenience however they have been put in place for your safety and that of our employees. Therefore, if anyone is found not to be complying with the above guidance, your visit will be terminated and rearranged.

Our sales team will also adhere to the following guidance for off-site visits when making appointments to see our customers:

- Any off-site visits will be assessed to determine if they can be conducted virtually before a visit is confirmed.
- If a personal visit is deemed necessary, the visit will be kept to a minimum duration to limit the exposure risk to all involved.
- Wherever possible we will provide 72 hours' notice before any visit.
- For a member of Michelmersh staff to visit you we will require a copy of your COVID-secure signed notice demonstrating compliance with the governments five steps to working safely.
- We will require a copy of your COVID risk assessment in-line with the first step of the 'working safely' compliance.

We hope that the above guidance gives all parties the confidence that we have taken the necessary actions to ensure the safety of our customers and employees. However should you have any queries or be unclear on any of the points above, please do not hesitate to contact our Health and Safety Manager, [Amy Harris](#).

Yours faithfully
Michelmersh