

Covid-19 Virus Customer statement on behalf of Rotronics Battery Management Solutions (A division of Rozone Limited)

Nobody can escape the news of COVID-19 (Coronavirus) and its rapid spread. Our key focus is making sure that our staff and customers are being looked after and advised in the best way. We are doing our best to ensure that we can continue to offer the same service and products with as little disruption as possible, in these unusual circumstances.

Our comprehensive emergency measures policy for all our teams is in place to support them, stop the spread of the virus and keep the business functioning. All staff have been advised to work from home, where possible, and we are making sure that they have all the IT backup required to do so.

Some of our staff are unable to work from home and we are carrying out detailed workforce planning, in order for us to be able to fulfil orders and protect our team.

We have made every effort to sustain an effective supply chain, supporting our customer needs, by increasing our stock levels where possible to ensure we can support both service and repair requirements, along with sales orders being received.

Whilst all our staff have been asked to postpone all non-essential face-to-face customer visits until further notice, these will be replaced instead with remote meeting options, such as conference calls, Skype, emails etc.

Our communication may be a little different for the time being, and our teams are determined to service your requirements in the best way possible.

We have implemented the following necessary precautions to try and reduce the spread of the virus:

If visits to our premises are deemed necessary for delivery purposes, hand sanitising facilities and gloves are available and should be used upon entry and exit. Used gloves must be disposed of in the bin marked VISITORS ONLY. When signing in, visitors will be asked to complete a Visitor Assessment Form before they will be allowed onto the premises. All delivery drivers are to wear protective gloves and use hand sanitiser in vehicles. We are going to ask drivers to remain in their cabs, where possible.

We hope these precautions will help reduce the spread of the virus and we will aim to continue to operate as normal. However, these may be subject to change due to any advice, sanctions, quarantines and guidelines that are implemented by the UK government and WHO.

If you have any questions at all, please contact me on either of the numbers below.

With best wishes,

Ken Clark
Managing Director
Rotronics Battery Management Solutions

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