

17 March 2020

## **H.E.L Group – Measures taken in response to COVID-19.**

Like other businesses, H.E.L Group is responding to the fast-changing situation that COVID-19 presents to us.

Our primary concern is for the safety and wellbeing of our team and our customers, which extends to the wider communities in which we live and work. To this end and as a business with operations based around the world, we are following the specific guidance provided by the individual governments.

We have implemented a number of measures to support our teams, and our customers during these coming weeks and months.

### **Looking after our team**

For all our staff, we will be following the latest guidance as it is issued by individual governments, especially relating to self-isolation for anyone showing symptoms of COVID-19, or those in contact with someone who has since developed the disease. Our field-based teams are still there to support our customers, but due to travel restrictions and/or specific rules relating to customer sites, many of our customers will prefer to interact with us virtually, and we are fully set-up to support this.

For our office-based staff, we are implementing measures to physically distance staff from each other through the introduction of shift working that place fewer staff in the office at any given time. And where possible, staff members who can work from home are doing so. Along with robust hygiene processes and provision of protective equipment, we are confident that these procedures allow us to continue business and support our customers, whilst looking after the health of our staff.

### **Business operations**

We realise that in the current situation, 'business as usual' does not apply. We also understand that our products and services have vital roles to play in diagnostics and medicine production and development, safety testing and essential scientific research. As such, we want to best support the work of our customers by helping them to maintain business continuity at this critical time. To enable us to do this we have implemented new working practices and are working closely with our suppliers to minimise disruption wherever possible.

## Service questions

If you have a service request, please contact us as usual – details can be found at this web page <https://helgroup.com/contact/>. As well as online contact, you will find direct dial telephone numbers for all our offices.

If we are unable to visit your facility in-person (due to travel restrictions), we are continuing to offer remote telephone and video diagnostics as well as trouble-shooting services.

## Our products

We have implemented more stringent cleaning and handling protocols in light of the current situation. Our teams will be wearing disposable gloves while handling, packing and shipping products; we will also be disinfecting our work areas regularly and ensuring that we are thoroughly cleaning systems before shipment.

## Sales or product enquiry

Our sales teams are still here to help with any enquiries you have. We expect that in many cases, our customers and our teams will want to have remote discussions by phone or video – we are fully set up for this and if you would like a virtual/video product demonstration, please ask. The best way to get in touch is shown at this web page <https://helgroup.com/contact/>

We realise that the current situation is rapidly evolving – we are keeping a very close watch for updates and the latest guidance that is given. We will respond accordingly, posting any changes to our processes at <https://helgroup.com/newsroom/> as well as sharing through other channels.

All of us at H.E.L hope that you and your loved ones stay safe and well.



**Louise Madden, CEO**