



Park Electrical Services
power • control • automation

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Thursday, 19 March 2020

Dear customer,

On behalf of Park Electrical Services and our wider group, I want to take this opportunity to inform you of some of the steps that have been taken to ensure that our business runs as usual. We know how important it is to keep business running day to day and will keep doing everything in our power to support you.

Our head office and all of our branches are operating as normal, but we have made some changes. Our external sales will not be coming to see you in person unless it's an emergency. However, they are available through all the normal communication channels including video conferencing. Our field-based technical support staff are focusing just on essential services and then only at your specific request. In that instance they will liaise with you to ensure that they can follow whatever procedure you have implemented on your site to ensure the welfare of your staff.

Any staff who can work from home are working from home. Our external sales and technical support teams have always had the ability to work remotely and this continues.

We have always had the ability to share workload (customer service calls, technical support calls, order progressing, etc) across different part of the group and this continues.

Our warehouses are fully operational. Ahead of Brexit we increased our stock by approximately 20% across the group and we have maintained these levels. We continue to deliver to you using a combination of our own transport and various couriers meaning that we have resilience in our logistics.

We continually monitor lead times and are working closely with our suppliers to ensure that our supply chain remains robust. To date we have seen minimal disruption, including from areas most affected (as of today we are receiving deliveries from manufacturers in Spain, China and Italy with little interruption).

Please continue to engage with your local Park Electrical Services sales team regarding upcoming projects or critical requirements. Our commitment to support you is unchanged so if you think there is something you MIGHT need, please discuss with us and we will endeavour to ensure it is available when you need it.

Senior management at the company ensure that all government advice is being followed and we will adapt our business in line with this advice and also in line with best practise.

I believe it's vitally important to keep the lines of communication open so talk to us about any challenges you face or concerns you have.

Best regards,

Rob McConachie
Managing Director

