

To all of our customers and staff,

In light of the Government's announcement last night, I am writing to let you know that we have temporarily closed our offices with immediate effect, until further notice.

We take our responsibility to protect our colleagues and customers very seriously. As such this means that team members will not be permitted to attend our offices, which will mean that we are unable to attend to customer's needs in the normal way and our to hand resources may be challenging. We as a company operate on a VOIP telephone system and this will be diverted to the helpdesk mobiles, all emails to our helpdesk will also be monitored and attended to so that we can still operate our essential services throughout this crisis. Although we have limited the attendances to our customers sites and will not be carrying out full PPMs we will be ensuring that we deliver our services to the front line and to those customers building that are vulnerable.

We are mindful that there are keyworkers among our customers who may require our services, we would ask, that if you are a keyworker, that you contact us via this email address: [helpdesk@fmservicesuk.com](mailto:helpdesk@fmservicesuk.com). We will make every endeavour to react and attend to your query, but we must ensure that we do this in a safe and compliant manner.

If you are not a keyworker, but have questions about our services, please also contact us via this address. We will get back to you as soon as possible.

Like all businesses within the UK and indeed, worldwide, we are closely monitoring the impact that COVID-19 is having on our business, our colleagues, customers and business partners daily.

We are very much aware and respectful of the Government's message that all UK citizens and businesses must play their part to protect the most vulnerable in our society and to ensure that the NHS has the ability to care for the inevitable, increased number of patients that will be affected by the virus in the coming days and weeks.

For these reasons, the Board of Directors have taken the decision to close our offices and to work from home as of today, we have engineers working on essential works and call outs only, delivering to our front line services and any other emergency requirements and will continue this service throughout as long as we can.

I would like to thank our fellow colleagues for their dedication over the last few weeks as we have together navigated our way through this challenge. They have all been amazing and I am immensely proud of what we have achieved.

Over the coming days, the FMS team will work together to care for our customers and look after each other's well-being. This is a situation that we have not had to deal with before; we are entering uncharted territory and will be learning and adapting as we travel along this path.

Our teams will be working with our local communities to offer our support to front line workers.

Kind Regards

Craig McDonald