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## CORONA VIRUS

Dear Icam Customer,

We are sure that you are as concerned, as we are, about the COVID-19 virus and the potential impact it could have on your organisation, its employees and their families.

As a responsible company, the health, safety and wellbeing of our customers our employees, our business partners, and all of their families has to take the highest priority. Therefore, we have taken a number of significant measures which we'd like to keep you informed about. We will continue to keep you up to date of the actions we're taking in the current situation.

To minimise the risk of infection as far as possible, we have been following all guidelines issued by Public Health England on hygiene and personal precautions. This includes guidance on travel restrictions, what to do for people returning from a risk area or if someone is developing symptoms similar to COVID-19.

We are communicating with all Icam employees on a daily basis, to keep themselves updated on what is a changing and challenging situation. Icam's employees are equipped to work just as effectively from home, or remotely as they can from our Leek office and we are extremely confident that we are well prepared to continue to meet the support requirements of our customers during this important time. Please rest assured that Icam will take any action necessary in order to protect the health and wellbeing of our customers, business partners, employees and their families.

By means of our remote working and connected technology platforms we will continue to provide the levels of service and support that Icam customers expect. We shall defer preventative maintenance visits to our contract customers to later dates but are continuing to supply 'onsite breakdown' service when possible and necessary, taking the utmost care and complying with health recommendations.

Should you have any further queries or specific requirements, please do not hesitate to contact the Icam office on **01538 273526** or email [service@icamarchive.co.uk](mailto:service@icamarchive.co.uk)

With kind regards and best wishes,

The Icam Directors