



Merlin Powder Characterisation Limited

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Nobody can escape the news of COVID-19 (Coronavirus) and its rapid spread. Our key focus is making sure that our staff, customers and suppliers are being looked after and advised in the best way. We have put measures in place to ensure that Merlin 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 our team is in place to support them, stop the spread of the virus and keep the business functioning. Where possible, staff are working from home. Those staff who are not able to work from home are being supported with additional hygiene requirements such as washing hands regularly and thoroughly, additional hand sanitisers, regular cleaning of touch points and practising 'social distancing'.

Whilst all our staff have been asked to postpone 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 will be 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.

Please do not be offended when we don't shake hands.

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 us on (0)1509 216741 or 0843 309 1880.



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