



Innovation in Vacuum and  
Conveying Technology

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## COVID-19 IMPORTANT UPDATE

7<sup>th</sup> April 2020

We find ourselves in uncharted territory in a situation that is rapidly changing by the day. As a valued customer we want to share with you our plans to continue to support you with ongoing service and maintenance of critical systems and equipment during these unprecedented times.

Quirepace remain dedicated to supporting our customers and in particular protecting those in the NHS where we have more than 150 Pneumatic Tube Systems (PTS) in front line use. We recognise the formidable task the NHS has now and ahead.

To ensure our customers, especially those critical sites in the Healthcare setting, receive the ongoing services and supply they need, we have implemented a core team across all our field service areas nationwide. In line with the Government recommendations, we want to keep non-essential travel to a minimum, meaning many elements of our operations have been displaced from their usual base with many of our team working from home and in some cases directly monitoring systems. Over the coming weeks our operational priority will be:- complete system unavailability and any urgent repairs or installation works which is directly associated with the fight against the spread of Covid-19.

Whilst we have the largest integrated service team in the country in our specialist field, we also recognise that under normal circumstance our density of field engineering cover provides comfort to our customers. However in these unprecedented times, we must introduce essential provisions to limit risk to staff where potential exposure could result in Quirepace being unable to respond to critical systems or equipment.

Our Service Desk Team are currently operating as normal (remotely) should you have any urgent requirements.

The health and wellbeing of our own people and you, our customers, is our ultimate priority and we continually monitor the Government guidelines on social distancing and implement their recommendations as appropriate; these include:

- Maintaining a Crisis Management Team.
- Maintaining social distancing in the office and field operations at 2m.
- Introducing agile working for many of our support functions including working from home where possible, and removing any non-essential travel.
- Issuing new guidelines to all staff including providing them with the appropriate PPE.
- In Healthcare settings protection of our engineers remains the hospital responsibility of the infection control staff to give guidance when attending. Our engineers are instructed when any risk is perceived to gain this advice before any action is undertaken.
- Introducing new temporary measures to avoid the need for a signature

### Covid-19 Sample Transfer – Pneumatic Tube Systems

We can now report that the Health & Safety Executive issued a “Use of vacuum tubes in pathology – change in guidance” that states: *“guidance from Public Health England regarding the use of pneumatic tubes for the transport of Covid-19 samples has been amended. The prohibition of their use for Covid-19 samples has been removed. All pathology services with pneumatic tubes should now be using this guidance”*.

## Spares

We continue with the provision of fully stocked service vehicles with the aim to have critical spares available to our engineers for 'first time fix' and this is supported by our warehouse located in Fareham Hampshire.

Frequency of van stock replenishment has been increased, as is quantity of key holdings in each vehicle. Warehouse holdings continue to be maintained and are available on next day service or collection by arrangement.

Customers with site stock may also wish to review their own spares levels.

## Planned Preventative Maintenance (PPM)

During this initial lockdown period and under measures to combat the spread of the virus where the majority of non-essential businesses are closed, the NHS are enforcing reduction in routine operations and reducing risk with associated footfall in the premises. Quirepace are maintaining our call out service for breakdowns at close to normal levels, but reducing our planned services, thereby reducing operative exposure. PPM will be picked up in the future on a change in Government or Public Health England advice for reduced restrictions. Carrying out routine servicing to the level advised within HTM 2009 guidance can be maintained, as long as the period of measures not exceed for more than 12 weeks. This will be monitored regularly through our Crisis Management Team and the Company will respond to official advice as received.

We remain in support of all our NHS systems and that is our priority.

Should this raise any particular questions or specific issues please contact us through our Service Desk.

## Installation

Where appropriate and in line with Government or Public Health England advice 19<sup>th</sup> March 2020 we are attending installation on sites that are identified as critical sectors. This is on the basis that we can ensure compliance in travel and the working environment for the wellbeing of our staff, you and those in any proximity.

Please rest assured we are monitoring this ever-changing situation closely and will keep you up to date on any further developments which may interrupt supply of our services to you.

Be Safe at all times.

Les Jury  
Managing Director  
Quirepace Ltd.