



Salt Separation Services

COVID-19 BUSINESS UPDATE

Salt Separation Services is open for essential business.

During this unprecedented public health crisis, our primary concern is for the health and safety of our employees and their families, as well as our customers, supply chain and other partners.

Although Salt Separation Services is classed as an essential business, we have made the decision to temporarily suspend our manufacturing operations on 27th March 2020.

The workshops will remain closed until the 14th April 2020, although this will be reviewed on an ongoing basis by the management team.

Although we could have remained physically open during this time, the management team felt that with a high number of staff unable to work from home, we couldn't keep the workplace open without placing additional burden on infrastructure that is required by key workers. The health and safety of our employees and their families is of paramount importance and, even with social distancing measures in place, it was felt that the potential risk was too great.

Project engineers will continue to work from home on existing projects and will be available for telephone calls/communication with customers and supply chain alike.

We have staff homeworking who are managing spares and service requirements, able to deal with any urgent enquiries. A skeleton crew will be available to pack and despatch urgent goods. Please note, however, that we may only be able to deliver spare parts for critical applications and, in some cases, we may be dependent upon our supply chain in order to deliver.

We will retain the facility for the receipting of goods which will be required to aid the fulfilment of urgent orders, we are however, limiting this to the hours of: 08:30 to 12:00 hrs Monday to Thursdays Only.

Service engineers will be available for breakdowns in critical applications only.

Enquiries for new plant, refurbishments, upgrades, etc... will be dealt with by our proposals team remotely.

During this challenging period, our response times may be longer than usual. We ask that you please bear with us.

We are having regular video conference management meetings to assess and review the constantly changing situation.

All at Salt Separation Services are working as hard as possible to deliver a high level of service to our customers at this critical time.

Please contact our team via the usual channels as well as Skype or Zoom for video conferencing.

Keep Safe

SSS Management Team

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REGISTERED IN ENGLAND No. 2457981