



SIRM UK Coronavirus (COVID-19)

Dear Customers,

With the continued uncertainty caused by the rapidly changing novel coronavirus disease 2019(COVID-19) both globally and nationally, this communication is to advise our customers about our response to the evolving situation.

As you will have seen, the outbreak of the Covid-19 virus has now seen many countries, including the UK put themselves in “lock down” to reduce the spread of the virus. This pandemic affects the whole world and has already had a significant impact on health and the economy.

SIRM UK has been and will continue to adapt the situation in order to protect the best interests of our staff and our customers at this difficult time in the hopes of keeping people safe.

Support Operation

SIRM UK has organised the vast majority of our support structure (Administration, Technical Support, Airtime and Service Coordination) so that they are able to work from home, while still being able to provide the same level of customer service and support that our customers have come to expect.

Provisions and arrangements have also been made so that our logistics and shipping functions remain fully effective, and thus our engineers will continue to be provided with the equipment and spare parts they need.

Technical Services

SIRM UK, through our established network of offices around the UK, are continuing to provide critical Technical services to our customers.

We have created processes to work with our customers to risk assess every service intervention, based on a review of the situation on board, and previous ports visited. We are also equipping our engineers to take additional precautions and asking our customers to help us achieve "Social Isolation."

As well as taking all necessary steps to keep contact with the crew to an absolute minimum, we will also continue to monitor staff to ensure that anyone showing symptoms is isolated accordingly.

The Maritime industry is facing the challenge of needing to continue to function, while shore-based support companies are unable to travel, but with SIRM UK's full UK coverage, we are always local.

In addition, we are continuing to work closely with our preferred international partners to maintain our global service capabilities. We pride ourselves on our ability to solve our customers service needs.



Spare Parts and Equipment Deliveries:

SIRM UK is fully stocked with spares for our key suppliers where we are the principle service agent, and see no shortage in critical components so we are confident we can deliver any needed spare parts.

The only restriction we have today is that freight can take longer than normal as informed to us by our courier partners.

Sales

Our local Regional Managers and our Sales Managers are always available and ready to work with you in these difficult times.

SIRM UK will work hard to support our customers through these uncertain times and our aim is to give you the same service and support as always.

Contact Points

All usual contacts should remain operational or call forwarded, however below is a list of main Sales and Service contacts;

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We will of course keep you informed of any changes, however SIRM UK remains committed to continue to support our customers however we can through these unforeseen circumstances, and grateful to those who are working tirelessly to keep us all safe.

Best Regards,

Scott Gibson
Head of SIRM UK

Luca De Cesare
Managing Director