



PQMS Statement: Business Resilience & COVID-19.

Dear Customer,

Considering the global precautions taken in response to the impact of the coronavirus (COVID - 19), we wish to reassure our customers of the steps taken by PQMS that ensure continuation of services in the event of a worsening of the outbreak.

The health and safety of our employees, clients, customers and members of the public is our foremost priority, along with ensuring that we maintain excellent service to our customers. We are closely monitoring all developments and following the guidance of the World Health Organisation (WHO), the NHS and UK Government to ensure that we can limit any possible impact of the virus. PQMS is continuously ensuring excellent hygiene and anti-viral best practices are upheld.

We have taken additional measures with our cleaning team to ensure that all desks, chairs, door handles and communal areas are deep cleaned daily. PQMS have introduced a daily health declaration form, so we can monitor delegates wellbeing throughout the duration of their time with us. Our Trainer's and Assessors are also briefing all candidates on personal hygiene best practices, prior to training commencement. Should any self-isolation measures be required we are confident that this would have no impact in our ability to support our customers.

As part of our business continuity strategy, we have also sought assurances from our suppliers to ensure that they have equivalent contingencies in place.

Our team are on hand to discuss your requirements in ensuring your business continues to operate during any escalation of the COVID-19 virus.

Yours Sincerely,

Liam Minehane

A handwritten signature in black ink, appearing to read 'L Minehane', is written over a horizontal dotted line.

CEO