

30 March 2020



Leading community safety
Protecting people & assets



Advisory Bulletin

Service delivery update

Fire Equipment Services, being part of MFB and the trusted leader in maintaining Essential Safety Measures is committed to ensuring business continuity for our valued clients to ensure your people and buildings are safe throughout the current health response situation. We've already taken strong and proactive safety measures and are continually reviewing our work practices to ensure the ongoing safety of all FES personnel, our clients and the wider community.

Maintaining your Essential Safety Measures (ESM's) is critical to protect both your occupants and your assets while ensuring ongoing community safety; even during the current situation where many of our client's sites may not be operating in their usual capacity. For clarity, maintaining ESM's is a requirement of state building regulations and the Building Code of Australia, therefore Fire Equipment Services is continuing to inspect, service and repair your services as scheduled. If changing circumstances hinder access to your site/s, we will work with you to resolve, however we ask for your assistance by alerting us in advance wherever possible and your understanding if we need to reschedule while we balance numerous such requests.

Importantly, we have moved to protect the health of our people, our clients and our ongoing operational capability to ensure we can maintain our service provision to you without significant impact.

- All FES personnel are following all official advice from the Department of Health and Human Services (DHHS) regarding good hygiene practices, social distancing measures and ongoing personal health monitoring
- We are restricting contact between FES operational and support teams to mitigate any potential exposure to FES personnel & clients alike and maintaining safe delivery of services
- FES Technicians are complying with additional site specific requirements where possible; please contact our service team if you have any specific needs, questions or concerns
- All office support personnel are working remotely from home as per government advice; be assured though, you can still contact all FES personnel for any enquiry you may have
- We are mitigating the potential risk of virus transfer on the surface of fire equipment being serviced at our workshops; all equipment is being steam cleaned upon collection and return to your sites to reassure you and your staff of their cleanliness and safety
- We are working with our supply partners to ensure continuity of supply and increasing our inventory levels where needed and possible; to ensure no delay in rectifying your requirements

Leading community safety and keeping your people and assets protected is our ongoing priority. We will continue to work with MFB, government and other stakeholders to ensure a proactive, safe and coordinated response to the virus as issues arise and will keep you informed of developments. If you would like to speak to someone please reach out on 1300-855-163 or service@fes.com.au.

Stuart Yarnall
General Manager