

CORONAVIRUS (COVID-19) UPDATE

In light of the increasing spread of coronavirus, our main priority remains the safety and wellbeing of our customers, colleagues, and partners. We continue to closely monitor the developing situation to ensure we are taking all recommended precautions in line with UK Government recommendations.

However, we fully understand that the wheels of industry need to keep turning throughout this crisis and we therefore want to explain how we can support you over the coming months:

- Our depots remain open for business, though we are restricting all non-essential visits.
- As many Office based staff as possible are being set up to work from home; and those who have to be in at work have been spread throughout the workspace; lunch time and breaks have been staggered, we have increased the supply of soaps and sanitisers
- All staff, including Field Engineers, have been fully briefed to recognise the symptoms of Covid19 and understand the self-isolation protocols.

Repairs and Servicing:

- As far as Service or Breakdown Repair visits to customer premises are concerned, we would ask that, in the first instance, trucks are taken to a safe working area away from your workforce. Ideally this will be inside a building, but if it is essential that the truck is repaired outside, we will endeavour to provide cover for engineers should the weather be inclement.

Additionally:

- For time-consuming repairs, trucks can potentially be removed from site and repaired in one of our workshops.
- *In all of the above instances, where possible, the engineer will phone a designated contact to discuss the breakdown and outline the possible courses of action to affect the repair. He will then phone again once the work is completed.*
- We have a large fleet of short-term hire trucks that can be used as cover trucks. These can be delivered to a convenient place so there is no contact with transport contractor.

These are a few of our ideas but if you have any other ideas as to how we can keep you running please feel free to discuss with any member of staff. These are extraordinary times so we may need extraordinary measures to keep us all running! We are happy to discuss any options to help

With regards to our parts supply Mitsubishi/ and Andover Forktruck Services Limited have put in place additional stock items. For all other out- source parts and services we are working closely with our partners to guarantee continuation of service

Our top priority is the safety of our staff, our customers, and our supplier partners balanced with the need to keep your business operating. Please be assured we have and will continue to put in place the best measures possible based on the current information available to us to enable our ongoing support.