



COVID-19 STATEMENT – 06/07/2020

As our country and individual lives begin to adapt to a new kind of normal, I firstly want to thank you, our valued customers for the support you have given to us through this unprecedented time for our local economy. As we announced on 23rd March we have been operating at a reduced capacity and have been using this time to prepare for our future working practices that consider the looming threat of COVID-19.

As we begin an optimistic, phased return to full capacity we would like to encourage any customer who has overdue servicing to get in touch to arrange an appointment, our team will be more than happy to discuss your needs.

In order for us to remain compliant with social distancing measures, I have outlined below the measures we are committed to delivering for the safety of our Operatives and Customers, without becoming complacent.

- Each of our Engineers have been provided with PPE to allow them to continue working with the public safely, this includes disposable gloves, masks, suits and hand sanitising gel.
- We ask if any of our customers are self-isolating or have any symptoms of COVID-19 to please inform us by telephone before our scheduled visit. We will then carry out a risk assessment based on the information given.
- We will be sanitising all our electronic equipment before and after use, including our PDA devices for your peace of mind when we ask for a signature. This also includes our payment processing devices.
- Our Engineers' will still not be greeting customers with handshakes.
- We ask to please keep a distance of at least 2m from our operatives whilst they are working on site.
- As our supply Chains return to normal, we hope that the accessibility of materials will become easier but please note there still may be delays on items coming from further afield.

Lastly, representing a small, local business I am very relieved to be writing this statement as I recall the uncertainty and confusion we faced back in March and as we begin to move forward, we do so with positivity for the coming months as businesses and homes start to re-open their doors once more.

A handwritten signature in black ink, appearing to read "Stephen Kane", with a horizontal line extending to the right.

Stephen Kane

Managing Director