

March 17 2020

In these uncertain times, our thoughts are with all who have been affected by the coronavirus pandemic.

We have been implementing contingency plans to protect the welfare of our employees and our customers and want to reassure you of efforts to keep business as usual.

Over this last month we have:

- Ordered more stock of essential parts from our suppliers and asked that they hold more stock
- Put more capacity into our manufacturing process (increasing overtime, extended our working week to 7 days, recruiting more people to make more)
- Put in place our own emergency plans so that front line customer support teams can continue to work from home, being able to support their families too. The friendly, helpful voice at the end of the phone is still here

To limit the potential spread of the virus, whilst we are still available and completing face to face visits as per your request, your local sales manager is also contactable on phone, email and digital messaging services (FaceTime, WhatsApp).

Our service and maintenance teams will be available as usual but we completely respect should any customer wish to postpone these visits. During this time we will not be accepting visitors to our premises in Ledbury or Hereford.

We are closely monitoring the situation and the advice of the World Health Organisation, UK Government and Local Authorities over these coming days and weeks and react accordingly.

We remain committed to being responsible for what we do and those we serve and value the support you give in trading with us.

Please take care of yourselves and each other.

Gavin James
Managing Director

