

Dear valued customer,

Ideal Lifts Ltd. are taking the Coronavirus (COVID-19) global outbreak extremely seriously to ensure the health, safety and welfare of our staff and customers within the workplace. This not only includes Ideal Lifts directly employed staff but all people within the business including our customers, sub-contractors and supply chain.

We write to you today to make you aware of the procedures we have put in place in response to the Coronavirus (COVID-19) outbreak. Our focus with these measures is to help ensure that we are able to continue with site visits and lift installations, whilst also ensuring that you, our staff, our suppliers and any other members of the public remain safe over the coming weeks and months.

As such, our team have been briefed regarding the current government guidelines, which include washing hands more often than usual, or staying home if there are any concerns about their health. When both entering and leaving all sites our staff are expected to wash their hands, or use an alcohol based anti-bacterial wipe or gel.

At present, we intend to continue with our scheduled meetings and visits as planned, unless we are informed otherwise. We appreciate your support during this time in the event of any unexpected delays and will keep you informed with any changes as and when they occur. We would appreciate if you can let us know at the earliest opportunity if your site visit is no longer required or regarding any site closures or special measures you may have put into place.

Where possible employees are being set up to work from home and we aim to carry this out with minimal impact on our customers. Calls will be diverted, with sales and technical support both still available.

Ideal Lifts is closely monitoring advice provided by the UK Government / Public Health England, the NHS, WHO and professional bodies regarding the current public health situation and is acting accordingly.

We wish you well during these turbulent times and hope that the long-term impact will be minimal. We shall continue to update all customers on any further action in due course.

If you have any queries or concerns, or there is anything else we can assist with, please do not hesitate to contact us on 01837 659999 or info@ideallifts.com.

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