



Thursday 26th March 2020

Dear Customer

Following our last update, the current Coronavirus COVID-19 situation remains very fast moving, especially after the Prime Minister's statement that the country has been asked to take additional and very significant measures to slow the spread of COVID-19. It is vital that we follow this advice and that we at Ideal Lifts take every step possible to support the Government and reduce the burden on the NHS.

Equally, it is important to note that the Prime Minister has not asked all businesses to close – Government advice is primarily focused on closing non-essential retail and leisure facilities. For our sector, there is now a clear position on carrying on with essential maintenance work. Clearly, all businesses should also consider their responsibilities to wider society and reducing the impact on the NHS by slowing down the spread of the virus and removing opportunities for the infection to spread.

The Health and Safety Executive (HSE) have since updated their guidance on Thorough Examination in relation to COVID-19, in that: "Duty-holders have a legal responsibility to maintain work equipment and carry out thorough examinations....."

Following this guidance from both the HSE, and the Lift and Escalator Industry Association (LEIA): <https://www.leia.co.uk/covid-19-what-is-essential-maintenance-work/>, it is our intention to continue to carry out routine maintenance on all lifts to ensure the equipment is safe to use and remains serviceable until such a time that any government guidelines are changed.

We are also continuing to offer our 24/7 callout service, but would ask that this is only used out of hours in times of absolute need (where a passenger may be trapped for example).

We have put in place additional guidelines for our field staff: to ask certain properties to restrict residents and staff access to the area of the lift wherever possible, and that the social space of 2 meters is observed, to wear new protective gloves, to wipe surfaces such as car and landing buttons, door surfaces and handles with anti-bacterial wipes to reduce the likelihood of transmitting COVID 19 as part of our service, and not ask for any resident or staff member to sign the PDA device on completion of the job.

Thank you for taking the time to read this message, and for your continued support and cooperation.

If you have any queries or concerns, or there is anything else we can assist with, please do not hesitate to contact us.

Kind regards,

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