



## Coronavirus - Customer Statement

During these unprecedented times, we would like to continually remind and reassure all E Fire customers that we are still implementing our measures and procedures in response to COVID-19.

Our staffing levels are back to normal, so if there any emergencies please contact 0800 999 1199.

We understand that the situation is still changing rapidly and we are always trying to stay up to date with any government advice.

### **What we are currently doing?**

- All employees are still being reminded to exercise personal health and hygiene as recommended by the World Health Organisation (WHO), Public Health England and Gov.UK.
- We are continuing to follow the travel and health advisories of the national government and local councils who are updating us regularly on the latest health alerts.
- As always, our technicians are continuing to wear the appropriate Personal Protective Equipment (PPE) and using hand sanitiser before and after visiting a site. They are continuing to follow any on-site requirements and requirements to fulfil the customer's needs.
- Employees who are displaying any symptom(s) of COVID-19 are requested to stay at home and follow self-isolation procedures as per the current recommendations.

### **How can our customers help?**

- We ask that wherever possible, you include your lift car into your property's cleaning routine to ensure that all regularly touched components of the lift are cleaned and disinfected to minimise the spread of the virus.
- If you have any on-site requirements, such as having a certain procedure for our technician to follow whilst on site, please let us know at the earliest stage possible.

Our continued number one priority during this time is the health and safety of our employees and customers.

We thank all our valued customers for your continuous support.