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Midlands & North Office
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4th November 2020

Dear valued customer,

Subject: Covid-19 second spike, possible disruption to services

In September I wrote to all our customers, consultants and business partners to advise of the active steps “team Temple” were taking in the collective fight against Covid-19 (Cv-19).

I set out the measures we had adopted and the priorities we had set to protect our most vulnerable customers. I also set out our absolute determination wherever possible, to continue to deliver “business as usual” to all customers.

With the latest set of restrictions imposed from Thursday, 5th November, I thought it would be helpful and reassuring to update customers on our measures and priorities.

Firstly, the foundation of our business is the safety and well-being of all our customers, staff, and members of your teams within the business premises we operate.

All our team members are aware of the need for personal responsibility and objectivity as far as their own health is concerned. None are in any doubt about their duty to assess, isolate and report should they present with the Cv-19 symptoms.

The practical preventive measures taken include; ensuring all offices are Covid safe, employees are hazard aware and provided with suitable PPE, Risk and Method Statements (RAMS) and have downloaded the NHS Cv-19 Track and Trace app and the requirement to update it on arriving at customer premises.

To do our part in the fight against Cv-19 you will appreciate that we must also prioritise workflows to ensure that vulnerable and key worker groups receive preferential consideration during the lockdown “force majeure” circumstances.

I am confident that you will understand and support this action, these key customer groups are committed to ensuring our wider society wellbeing is maintained and secure.

Even with these preventive measures and priorities in place, we cannot rule out the possibility of our finite team of employees having to unexpectedly self-isolate or quarantine at short notice, reducing available resources.



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Such circumstances may result in short term or intermittent disruptions to our normal service delivery and may require unplanned changes to scheduled work patterns. Should this be necessary, we will, in all good faith, advise customers as soon as reasonably possible.

Our Business Continuity Plan (BCP) has been updated in line with these latest considerations.

Supporting our customer's well-being is at the heart of our considerations, so please be assured of our very best efforts, as we continue to deliver the safe services under these challenging circumstances, since March of this year.

We aim to remain in communication with customers, we will also update our website with information as events may unfold and we appreciate your continued support and positive feedback.

Stay safe, stay well,

Nigel Kirkham

Nigel Kirkham
Managing Director

