

**22nd July 2021**

**Subject: Sars-Cov2 new variants, possible disruption to services**

Dear valued customer,

In January 2021, I wrote to all our customers, consultants and business partners to assure you of the active steps Temple Lifts were taking in the collective fight against Covid-19 (Cv-19), working hard to deliver the service and products you expect.

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

With the news again reporting increasing infections, this time with the Delta variant, I thought it would be helpful to update you on our measures and priorities.

The foundation of our business remains the safety and well-being of all of those with whom we come into contact with - customers and lift service users alike.

All our team members are fully 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, test, isolate and report should they present with any Cv-19 like symptoms.

As a Company we have diligently continued with the practical preventive measures including; ensuring all offices are Covid safe, employees are hazard aware and provided with suitable PPE, updating Risk and Method Statements (RAMS) and working with you, in your business, to your preferred measures and standards.

With infections rising and increased numbers of self-isolation communications from the NHS Track and Trace app, the risk of our own team members needing to isolate is also a possibility.

If the trend continues it may become necessary to again prioritise our workflows to ensure that vulnerable and key worker groups receive preferential consideration during any “force majeure” circumstances.

Even with past lock down experiences and preventive measures 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 our available resources.



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Of course we are aware that this can also be said of our customers and we understand that such measures for us to work within your businesses may also change, as the situation remains fluid.

Working and communicating with our customers remains key to ensuring we can flexibly tackle these challenges together. Please be assured of our very best efforts as we continue to safely deliver service and support in these changeable circumstances.

Our intention is always to provide the highest levels of service possible to all our customers, working together with you to deliver solutions.

*Stay safe, stay well,*

*Nigel Kirkham*

**Nigel Kirkham**  
**Managing Director**



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