

COVID-19 (coronavirus) Customer Update 20 March

Dear Customer,

All of you will be aware of the ongoing situation regarding Coronavirus/COVID-19. Our business plays an important role in delivery of hired equipment to UK businesses and we remain fully operational.

Alongside our customer's wellbeing, the safety of our team is our biggest priority. As you would expect, we are following the advice of Public Health England and the World Health Organisation (WHO) to minimise the impact to the health of everyone at Higher Access and the wider Vp plc Group of businesses. This includes following and sharing the advice outlined on the NHS website and that issued by Government.

We have completed an additional test of the business continuity plans which are in place and can confirm they are robust and fit for purpose. Our systems have no dependency on office location and we can maintain normal business operations in the case of extreme events like this.

In addition to this, as a responsible employer, we would like to assure you that we have a dedicated team within the business working hard behind the scenes to put in place additional measures and ensure we are up to date with any recommendations. As a result of these meetings and in line with WHO guidance, we have now put the following recommendations in place, effective immediately:

- As is our normal practice, gloves will be worn at all times when loading and unloading equipment from our delivery vehicles, customers own vehicles and whilst handling equipment.
- No customer signature will be requested upon delivery and collection. The Higher Access driver will complete the POD/POC with the recipient's name, the geolocation will identify the physical point of delivery/collection.
- Our current procedures already require the cleaning of hire fleet items upon return. Machines will be jet-washed in the first instance using industrial detergents prior to next stage pre delivery activities. As an additional measure during final machine preparation attention will be given to the touch points of all machines (handles, levers, etc.) using an antiviral disinfectant spray tested to BS EN 14476.
- Equipment will continue to be delivered fit for purpose and in line with our Terms & Conditions, it is the responsibility of the hirer to maintain the cleanliness of the equipment while on hire.

We operate an annual procurement programme and any orders placed arrive prior to predicted demand. This ensures that we have all the fleet in stock required to service our customers during potential disruptions, this supplements our robust test, inspection and repair protocol. We continually assess the risks to our supply chain. The current status of our supply chain is positive, with all suppliers contacted giving us assurances of uninterrupted support both in equipment and spares provision over the coming months.

As the situation evolves, we're committed to communication and giving our employees, suppliers and customers updates in line with Government recommendations.

Regards

Lucy Reynolds
Divisional Director – Higher Access