

30.03.2020



www.shc.co.uk
SKIPTON HIRE CENTRE
LTD

Dear Customer

Given the unprecedented COVID-19 (Coronavirus) situation, we wanted to let our Customers know the actions taken to keep all of our Depots safe for our customers and teams.

- All of our Depots remain open Monday to Friday (only), but only to serve customers who have **essential repairs and maintenance to carry out**, in line with Government exceptions: <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance#businesses-and-premises-that-must-remain-closed>
- We have reduced staffing levels for a scaled back but **essential service**
- All staff are ensuring 2m social distancing at all times
- All staff are adhering to our enhanced cleaning procedures
- Only online & telephone orders are being accepted
- Contact free deliveries and contact free yard collections. You can choose to order at www.shc.co.uk for delivery to a location of your choice, we would ask that if we are making deliveries to a location where people are self-isolating that you make us aware beforehand so we can make arrangements re the paperwork etc
- Cashless payments are encouraged
- Should one of our Depots need to close, a contingency plan is in place and details will be communicated on our website. The affected customers will be notified by email
- Any SHC staff suffering from the recognised symptoms will be expected to self-isolate at home for 14 days.

The safety of our teams and customers remain our number one priority and we are continuing to closely follow the advice of Public Health England and the UK Government. We will continue to inform you of the latest updates through our email and social media channels.

Stay safe and look after one another.

A handwritten signature in black ink, appearing to read 'Neil Bravery', with a horizontal line underneath.

Neil Bravery
Managing Director