

Dear Customer

### Partial Re-opening Expanded

Since my last communication on 19<sup>th</sup> April, we have been working to reorganise our work spaces in line with government guidelines during this pandemic. Please be assured that the health and safety of our colleagues, customers and suppliers is of paramount importance and we are taking every precaution to ensure work will be carried out safely during these very difficult times. However as more and more of our customers have contacted us setting out their plans for re-opening sites, we have increased our staff numbers accordingly across all departments, however we are not yet operating with full staff levels due to the reduced level of demand.

### Sales Office

Our Sales Office is open with the reduced office team able to answer queries, process orders and prepare quotations/schedules. Office hours remain 8am to 4pm. We encourage you to make contact with us on one of the following general email addresses as these will be monitored during office hours:

New orders and call-offs	<a href="mailto:orders@ianfirth.co.uk">orders@ianfirth.co.uk</a>
Estimating / Price enquiries	<a href="mailto:estimating@ianfirth.co.uk">estimating@ianfirth.co.uk</a>
Customer Care / After-Sales	<a href="mailto:customercare@ianfirth.co.uk">customercare@ianfirth.co.uk</a>
Accounts/Invoicing queries	<a href="mailto:accounts@ianfirth.co.uk">accounts@ianfirth.co.uk</a>
Any other query	<a href="mailto:sales@ianfirth.co.uk">sales@ianfirth.co.uk</a>

### Customer Care

With regards to Customer Care / After-Sales issues, we are only able to send out spare parts and arrange for a lock-smith to attend in the case of a security emergency. We are not yet able to make remedial visits for non-emergency work due to social distancing restrictions. However if you send in the requests, they will be logged and saved until such time we are able to attend.

### Supply Chain & Delivery Leadtimes

As most of our suppliers have already re-opened or plan to open in the coming weeks, we don't envisage stock shortages however we should all be prepared for the possibility of an element of delay as working under the new guidelines may extend leadtimes from some suppliers. We will, of course, endeavour to deliver within our agreed timescales, however you will be informed if we experience any issues.

### Production & Order Picking

We will continue to operate with reduced teams but should be able to cover most product ranges, subject to availability of materials and suppliers. If there are any issues you will be contacted. Unless we are instructed otherwise we shall only produce/pick for sites that are open and in date order, using the original due dates. Delivery dates will be put back the appropriate number of weeks. Our Sales Office can prepare outstanding order reports covering the different product ranges if that will help you to re-schedule delivery dates in line with revised build programmes. Please contact [sales@ianfirth.co.uk](mailto:sales@ianfirth.co.uk) should you require these.

### Delivery

The reduced delivery service will continue using a mixture of our own transport and third party hauliers, therefore there are likely to be no set days we shall deliver to certain areas. Note that all deliveries will be contactless so a signature will not be requested. Instead the name of the person taking delivery, along with the date and time will be noted on the subsequent POD. Please make sure your accounts teams are aware of this so that payment of invoices is unaffected.

**IMPORTANT:** Before we can organise despatching goods to sites we need confirmation that they are open, able to take off pallets using fork truck (without assistance from our driver) and we are given site contact name and telephone number. If you have sites open or plan to re-open shortly, please could you collate this information and forward to us if you haven't already done so.

### Full Re-opening

At this time we cannot confirm when we shall be fully re-opening and therefore when things will get back to normal, however we envisage a gradual return over a period of time. Of course we shall continue to keep you updated as necessary.

We thank you for your business and continued support.

Best regards

**Amanda**

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