



# COVID-19 – Update

## To our customers and partners

The spread of Coronavirus (COVID-19) is causing tremendous challenges across the world. In this time of fast-moving change and disruption, we want to reassure you about the steps we are taking to mitigate the effect that this will have on all our stakeholders.

Watford Scaffolding Ltd has been serving the public and private sectors for many years, and we are committed to maintaining the highest levels of service and customer satisfaction for all our customers and clients; especially and even more so in challenging times such as this.

While the current situation is unprecedented in its scale, we are confident that our experience, processes, infrastructure, products and services and most importantly – people – will ensure we are resilient and able to fully support our customer needs.

Our immediate priority is our staff – their well-being and that of their families, and ensuring they are able to continue serving our valued customers.

Internally our offices have had intensive hygiene and cleaning practices in line with Government and WHO advice and will maintain this for as long as is needed. And while we value and encourage face to face contact with our customers and partners, we have also stopped non-essential travel – vital meetings/communication will continue using digital channels.

We have also invoked our Business Continuity Plan in respect of home working. Again, following Government advice, we are ensuring that our staff are equipped with the tools and guidance that they need to work effectively from home: helping to reduce risk for them and their families, and also maintaining business continuity for our customers. Anyone that has travelled to or from an affected area are being informed that they must not return to work and must self-isolate for 14 days. Anyone reporting symptoms are also being informed to self-isolate in accordance with the ever-changing government guidelines. We have fully tested our approach and are confident that our services will not be adversely affected: therefore, they will be fully available to support our customers' business needs at this time.

All our customers – irrespective of size or where they sit in the supply chain – can rely on Watford Scaffolding Ltd to support them now and prepare for the recovery and growth that awaits in the future. We will recover and the public sector has a huge part to play in the UK and wider world's social and economic resurgence. Finally, and once again as outlined above, I can assure you that Watford Scaffolding Ltd is totally committed to investing into the support of its staff, customers, product and services throughout these challenging times. If you have any questions or queries, please do not hesitate to contact us.