



KERSHAW MECHANICAL SERVICES LTD

COVID -19 Statement

Dear Customer/Client

Whilst there is a great degree of uncertainty over the next few weeks and months, we here at Kershaw Mechanical Services Service & Maintenance Ltd are confident that we will still be able to provide our customers with a compliant and operational service to support you throughout this difficult time.

Our no 1 goal is to provide you with the service and support required whilst maintaining a healthy and safe environment for all

If we are unfortunate in experiencing some staff absence we consider our operations are adequately robust and resourced in all areas to continue with business as usual. We have already put systems in place and have several members of staff working from home so have already implemented testing and commissioning.

Our engineering team remains active and available 24/7 – normal lines of communication remain in place – a standard communication sheet is attached to confirm. We are also in constant communication with our specialist suppliers and will advise on availability as and when required same with supply change.

We do expect some problems with specialist parts and materials required, some repairs may need to be postponed or delayed but we will always work to find any alternative solution available to us to ensure your service is maintained.

Our head office will remain open and operational whilst in turn most of our operations will be managed and conducted online via email /phone. Kershaw is introducing a business continuity plan with key personnel working from remote locations enabling us to continue to communicate and provide support to you. Our Joblogic system remains fully operational and being Cloudbase / Interactive we will still be managing your operational requirements 24 / 7.

We will, of course, be governed by our customers and their position on openings and closures, we will work with you to minimise this impact

How can we support you and maintain your Premises – REMAIN COMPLIANT

Another area we are reviewing is how we conduct inspections and maintenance so that businesses/premises can maintain compliance and remain ready to be operational again Whilst inspections are necessary for the integrity of the scheme, we will adopt a more sensible approach in carrying out maintenance as we appreciate access to your premises to inspect work will not always be possible.

“Your building will still be active and will still need maintaining”

There will be a **legal requirement** for each building to remain compliant, Gas Testing, water Legionella Checks, A/C test, Fire Testing and Sprinkler testing, Emergency light testing –

Compliance requirements will remain even down to flushing taps and testing temps to security tests

We will be in contact to book in existing PPM and confirm compliance testing, PPM ETC

If you have a requirement for us to stand in and maintain your building on other levels then we would be very happy to discuss and set up for you

AGREEMENTS ON REDUCED COSTS WILL BE OFFERED FOR THIS ADHOC SERVICE

Keeping you up to date

We will keep you regularly informed and notify you of any changes in the service we offer via email, a dedicated section on our website and social media.

Please if you have any concerns or need to ask any question please don't hesitate to contact me direct

We will strive to offer an un-unhindered operational service, all of us here at Kershaw Service & Maintenance are committed to ensuring 100% operational delivery and excellence at all times

Kind Regards



Richard Royal

General Manager

Facilities Management –Kershaw Mechanical Services Ltd

Key Contact details

Please use the following contact no's for all your communication / questions / clarifications / concerns

OUT OF HRS EMERGENCY REACTIVE INFORMATION

 KERSHAW HELPDESK :- 0333 2417247 (Answered by dedicated Kershaw Bureau)