

A message about critical power support from David Renton, Managing Director of Kohler Uninterruptible Power

I hope that this message finds you and your loved ones healthy and safe as together we face challenging and unprecedented times. Our mission at Kohler Uninterruptible Power is to help organisations achieve Business Continuity. We are backed by the significant resources of our parent Kohler Company - and I would like to assure you that we have taken actions, and put in place structures and procedures to allow us to continue the normal provision of our maintenance and project services to our customers during this difficult period.

We have fully embraced the recommendations from the various authorities and all employees' business movements are being mapped, with appropriate measures in place regarding business or personal travel, or in the event of the various situations that require self-isolation.

Practically, we have implemented appropriate segregation in our workshops and home working for as many employees as possible, deploying IT and phone solutions to allow you to contact us on the same numbers as normal. Similarly, for our contract customers, the emergency calls number 0800 731 3269 number remains valid, complete with its built-in escalation procedure.

Our policies are designed to prevent any employee attending site if suspected of posing a risk to customers and our Field Service Engineers have been instructed regarding the risks and best practice in relation to COVID 19, including dynamic risk assessment. This involves assessing any environment they attend is safe for them to work in and as you would expect, empowering them to step back from any that are not.

For the foreseeable future we will be completing all scheduled work as planned, however we are realistic that at some point our Service team may be depleted through self-isolation or illness. Therefore we ask that if in the future our scheduling team request some flexibility on the visit date then customers support us with this, especially in light of the fact that at short notice engineers could be called to critical equipment supporting hospitals and the emergency services. In the same vein, if there are site access forms that require completing, please ensure that we receive these well in advance so that engineers are not held up when they arrive.

Similarly our Area Sales Managers and their internal support team will continue to support customers with their projects to avoid creating delays. We are very happy to convert face to face meetings to phone or video conferences and site audits to guided video tours.

Finally, I would like to reaffirm our commitment to supporting your organisation's business continuity and wish you all the best over the forthcoming weeks and months.

Best regards

David Renton
Managing Director, Kohler Uninterruptible Power

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