

17 March 2020

Dear valued customer,

I wanted to provide some reassurance regarding Emerson Crane Hire's response to the recent coronavirus outbreak and what we are doing as a business to keep services running. At this stage, we are all unaware as to what extent this will fully impact the UK, however we are planning for an increasingly serious situation.

Internally, we are monitoring our staff daily and ensuring appropriate action is taken to instruct self-isolation where required. We are fortunate enough to have the benefit of having multiple people (within their boundaries of skills, abilities, licences and qualifications) who are able to move around the business to ensure we meet our business needs.

We have a duty to our workforce. We ensure Emerson has good working practices of hygiene around the workplace to help prevent the spread of infection:

- Providing handwashing facilities and ensuring employees are being more vigilant around frequent hand washing and hand sanitising
- Ensuing all equipment is cleaned daily
- Maintaining air conditioning and heating systems are in full working order
- Extra daily deep cleaning of all handles, handrails, kitchens, etc.
- Instructing staff to cover their mouth and nose with a tissue when coughing or sneezing
- Instructing staff to avoid touching their face if their hands are unclean
- Instructing staff to avoid close contact with unwell or at-risk people
- Instructing staff to dispose of any tissues or cleaning wipes immediately after use
- Ensuring waste is removed daily from offices.

Our employees are now limiting their attendance at external meetings by either:

- a) arranging Skype/Web meetings where possible
- b) postponing any 'non-essential' meetings that would need to be face to face to a future date
- c) only attending, in person, any critical and essential meetings but following Government guidelines (i.e. no hand shaking etc.)

To ensure we are able to carry out our work practically, we have large fuel tanks onsite and so do not expect a shortage to be an issue. We have multiple suppliers who we can turn to, to provide various materials where necessary. Our Business Continuity Plan (BCP) identifies how we will deal with any issues regarding supplies and dealing with and minimise the impact it would have on our ability to carry out our work.

At Emerson's, health and safety is a top priority. We have a responsibility to our employees and to you, our customers. We have our plan in place to limit further spread of the virus and also to minimise the impact to the business. We all wish for a speedy conclusion to this but want to thank you for your continued loyalty and support during this challenging time.

Kind regards,



Liam Clancy
Managing Director