

In Response To The Current Coronavirus Pandemic

We realise the importance and impact that the Coronavirus is currently having on people and businesses around the world. We will update this page with the latest information on how the COVID-19 pandemic is impacting our business and our operations.

UPDATE - Friday 27th March 2020

Please note that we are now operating at reduced capacity, with office based employees working from home, closures of certain branches and a reduction in delivery vans on the road. This means that we are now only able to offer our delivery and collection service on weekdays, for a selection of key items.

Deliveries and Collections (on 27/03) - Any deliveries and collections scheduled to take place on 27/03/20 will go ahead as previously advised. Any updates that may affect individual orders will be communicated by the hire team. Any orders for delivery and collection beyond Friday 27th March 2020 will no longer be able to be delivered or collected.

Deliveries (after 27/03) - If you have booked a hire for delivery and you wish to rearrange your hire for a contactless click and collect from the nearest depot, this is subject to availability and can be done so by contacting the hire team directly, quoting your name, postcode and order number. We can also credit back any relevant charges for transport services that have not yet commenced.

Collections (after 27/03) - We cannot currently guarantee a specific collection date for any equipment currently on site. This can be arranged for a contactless return independently and to the nearest depot, which can be specified by the hire team. If you are unable to return the equipment to the depot yourself, please make the hire team aware so the relevant provisions can be put in place. This may include you keeping the equipment securely on-site until collections can resume.

Rearranging / Postponing Your Order

Alternatively, if you wish to place your order on hold indefinitely or cancel your order, we can arrange for a credit to be applied to your account for the funds paid to put towards a future hire or issue the relevant refund to the payment card used to book. Please be aware our opening hours may also be subject to change at the majority of our key supplier depots, including Saturday closures. To discuss this in more detail when amending your booking, please consult the hire team.

Please understand that during this period of uncertainty, the situation is changing quickly and this policy may be subject to change without prior warning. Please accept our apologies for any inconvenience this may cause and we thank you in anticipation of your understanding at this time. Should you have any queries, please refer to our LiveChat team on our website or call us on **0800 808 9600**. Please be aware we are currently experiencing

very high volumes of enquiries through our communications channels and we apologise for any delay.

Click & Collect Procedure

We have updated our Click & Collect procedure during this time, in order to reduce the risks to the public and our employees.

Ordering & Payment

You can place an order using the booking system on our website and payment is made by card securely online. You can also order over the telephone with our hire team and card payment will be taken securely over the phone. You will receive an order reference and confirmation via email, with the details of the collection depot.

ID

If you place your order over the telephone, you must register the registration of the vehicle collecting the goods from the depot. This forms part of the ID verification process.

- Please contact the branch by telephone (where possible) upon arrival, using the details provided in your order confirmation. Quote the order number given when placing the order.

Equipment Collection

The branch teams have clearly marked out areas that clearly show a defined order collection & returns area at the front of the branch. (This must be at least 2m from the nearest possible person / touch point).

- Please arrive in the pre-registered vehicle.
- Contact the branch via telephone (where possible) informing them of your name, contract number(s) and goods ordered.
- The branch will instruct you of the collection process in place.
- Please wait in your vehicle while your items are placed into the collection area.
- Our branch staff will retreat back into the branch area.
- Once a safe distance is achieved you can exit your vehicle and load equipment.

Equipment Return

- Please contact the branch by telephone (where possible) upon arrival, informing the branch of your name, order number & goods hired.
- You will be asked to place the returned items into the designated area.
- You will then be asked to retreat back to your vehicle to allow staff members to move items back into the branch for a clean & visual check.
- If the equipment is fine they will let you know.
- Once the transaction is complete – you can exit the site.

Further Considerations

- All consumables are purchased on a non-returnable basis.
- No assisted lifting with our customers is permitted. Customers must have the means to lift, load & move equipment.
- The mandatory safe distance (2 metres) must be maintained at all times.
- The branches are closed to the public. All payment / refunds will take place remotely through our hire team on the telephone or our live chat operators on our website. Please respect the safety of our teams who are trying to help.
- No product demonstrations are available at this time

General Response To The COVID-19 Pandemic

As well as reacting quickly to the latest health updates and following the official advice provided by the Government, Public Health England, and the World Health Organisation, we feel it is also essential to demonstrate and encourage good practices as a precaution to prevent the spread of infection. We believe it is important to protect the health, safety, and welfare of our customers, team, suppliers, colleagues, and the wider community. At this uncertain time, we want to assure everyone that we are currently still operational and working to bring the best service that we can.

While some industries will now operate with a reduced service or cease activity altogether, we provide a service to many sectors that must continue. There are vital repair and maintenance works to fulfil, homes to be built, and projects that need to be completed. We are taking extra measures to tackle the spread of Coronavirus. We have imposed firm cleaning routines, including more regular and thorough cleaning of our equipment and within our depots. We are preparing for all potential impacts, staying up to date on all official announcements, and we will continue to put new processes in place to reduce the risks as the situation develops.

Please be advised that we have instructed all of our staff and colleagues to observe all of the following practices, and we recommend that everybody does the same.

- Cover your mouth and nose with a tissue or your sleeve and not your hands when you cough or sneeze.
- Dispose of used tissues immediately and wash your hands afterwards. Empty waste bins regularly.
- Regularly wash your hands thoroughly with soap and water when you get home, and when you get to work. Wash your hands for at least 20 seconds.
- Use a sanitiser gel if possible.

- Regularly clean and disinfect the objects and surfaces that are touched frequently. Avoid using other people's property, including keyboards, phones, cutlery, etc.
- Avoid touching your face and try to avoid rubbing your eyes, nose, or touching your mouth unless your hands have been recently cleaned.
- Everyone is encouraged to practice social distancing to try and remain at least 2 metres away from others.
- Avoid unnecessary public contact, social activities, and large groups of people. If you can avoid contact, then please do.
- Impose heavily increased cleaning routines in all depots using disinfectant and antibacterial agents.

Lastly, we remind you to stay at home and self isolate if you feel unwell or display Coronavirus symptoms. Please do not visit depots or stores as you may put others at risk. In events such as this, it is important to consider the safety of yourself and others so that we can mitigate the risks and dangers. We are continually monitoring the situation, and we are prepared to deliver updates and react and adapt as we must.