



'Evacuation and Access Specialists since 2003'

COVID-19 Statement

Following the Prime Ministers most recent public announcement and the imposed restrictions on business activity, please see the advice and support KFIVE is offering its customers during this difficult period.

KFIVE will not be operating any renewal maintenance or training sessions during the restrictions imposed to support the fight against the spread of COVID-19.

As Evacuation Equipment provided in buildings is part of the Fire Safety Order Regulations set out in the RRO we will continue to offer EMERGENCY CALL OUTS during this time of restricted business activity.

You will be able to contact KFIVE with any emergency on our usual number 01582 882839 as we have arranged for this to be answered 24 hours a day during this period.

As the equipment is legally required to work and be used by trained operatives during any emergency evacuation, we will continue to deliver any emergency repairs that may be required during this time. This will ensure that any faulty equipment is delivered back to working order or a resolution is advised and delivered in the shortest possible time.

We currently have a good stock of evacuation equipment to offer as a swap out if one of your Evacuation chairs is not repairable. Should an emergency call out be required our engineers will have spare evacuation equipment to utilise should it be required during the call out.

In order to support the fight against Covid-19, this is the only occasion we will be delivering front line customer services in order to keep the equipment safe and fit for purpose should your premises be required to stay open during this period.

Regarding any training requirement during this period, these will not be delivered at this time, as this specifically requires trainers and delegates to work in direct proximity of each other. Should your business be in the position that it is unable to provide trained operatives, of this vital equipment, please contact the Office on 01582 882839 for more advice on how this can be managed during this period.

We note and understand that some of your equipment will now fall outside its required PUWER Maintenance checks and these measures will support the need to extend the period of cover that is now required as a result of the outbreak of Covid-19. Once business resumes to being able to deliver front line services, we will prioritise any customers whose equipment, as a direct result of the lockdown, has fallen outside of its required maintenance checks.

This also relates to any training need or expired certification of trained operatives or cascade trainers. As with the maintenance of the equipment, we will again prioritise those customers whose training has been cancelled, delayed or expired during this restricted period.

If you have any other concerns or questions regarding the safety of your equipment or trained operatives during this period, please contact 01582 882839 for more advice.

KFIVE will continue to support its customers with advice or emergency call outs to ensure your equipment is safe and fit for purpose during this difficult time.



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Many thanks,

Nathan

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