

25 March 2020

Covid-19 response

Dear Customer, Supplier and wider stakeholders

Further to the Prime Minister's public address on 23 March 2020, we must all now take additional action. The latest government advice dictates only necessary travel to and from work and this should only be in instances where it is not possible to work from home. Gilgen's approach to the Coronavirus outbreak has been to consistently follow government guidelines to protect our staff, clients and the wider general public.

Since the beginning of last week, a number of our major clients are following a similar approach and therefore requesting us not to attend sites to conduct pre-planned work. This reduction in demand coupled with our desire to follow the latest government advice means Gilgen will be reducing its available engineering capacity over the coming weeks.

We do recognize that a number of our customers work in the health, social care and other critical infrastructure sectors and we will ensure sufficient resource is available to attend to these sites as a priority. We carry sufficient levels of Gilgen product and other standard parts to repair most doors but ask clients to recognize that it may take us a little longer to attend sites as a first response. Any Gilgen engineer visiting customer or third-party sites, will as always follow all protocols in place and ensure they sign in and out.

I can assure you that sufficient staff will be working from home to reply to call outs, schedule work and process quotes/orders as required. Manufacturing and dispatch capacity will be reviewed on a weekly basis and adjusted to meet demand. We have sufficient production and warehouse space to allow operatives working in the factory to be more than 2m apart. Therefore, subject to demand, we can continue to deliver doors where the requirement is deemed necessary.

As we get used to working in different ways can I encourage customers and suppliers to make use of the following email inboxes (which are monitored) when contacting us:

service@gdukds.com	for call outs, repairs and sending of purchase/works orders
quotes-service@gdukds.com	for quote requests
info@gdukds.com	for sales enquiries
installs@gdukds.com	for enquiries about installations of new doors
receivables@gdukds.com	payments to Gilgen Door Systems
payables@gdukds.com	payments from Gilgen Door Systems

I would like to thank you for your continued support during this unprecedented time.

Stuart Lawrie

Managing Director

