



Nationwide specialists in Lifts, Access Solutions, Stairlifts, Beds, Baths, Hoists, Slings, Mobility Aids, Service and Rental

To whom it may concern:

With the possibility of Covid – 19 (Corona virus) spreading throughout the UK, Britton Price have a robust plan in place for the continuation of business with minimal disruption for any of our customers.

Office / Administration / Call Centre's

We have the ability, in the event of forced absence to switch daily operations between our office locations, which are currently, Brighton, Belfast and Nuneaton. Whilst moving any area of the business to either 1 or 2 locations over the normal 3 would have some impact on response times, it should ensure continued service in all areas of our business.

Additionally, we have 14 business managers throughout the group all of which have home office facilities and who can assist customers with various areas of the business from planned maintenance and reactive works to training and equipment supply.

Parts & Product supply

Britton Price holds a good stock of spare parts and has in recent months increased these stock levels with the uncertainty that surrounded Brexit. This being said we are also in communications with the parts / equipment manufacturers and suppliers to ascertain their position and plans for a worsening situation. We are currently being assured that there is no imminent disruption to supply and we will of course continue to monitor this.

Planned / Reactive service visits

We have the ability to move engineers diaries and areas in order to prioritise customer requirements and respond to emergency situations quickly and have a national coverage that should ensure continued delivery of services.



Britton Price Ltd, First Floor, The Lion Building, Crowhurst Road, Hollingbury, Brighton, BN1 8AF
T (Service) +44 (0)1273 231012 (Admin) +44 (0)1273 235035
F +44 (0)1273 235036 E info@brittonprice.co.uk
www.brittonprice.co.uk

Registered Office: Cornelius House, 178/180 Church Road, Hove, East Sussex, BN3 2DJ. Company Reg. No. 3247545. VAT No. 684 5818 87



Summary

This situation is changing daily and as a business we will continue to monitor any effects we expect to encounter and will review the daily operations of the business as and when these changes occur.

The Britton Price management team are completely focused on the continued delivery of services without interruption. Should we as a business need to close any location a full list of alternative contact numbers will be provided to you immediately.

Our engineers have been issued with additional PPE supplies and again will be kept informed of any changes that may affect them.

I hope this information gives you assurance that Britton Price will remain as prepared as possible for any worsening of the situation around Covid – 19.

We hope you're businesses remain unaffected but would encourage you to keep us informed if you are aware of any information that would be relevant to us as a supplier of products and services to you.

Kind regards

Mark Cable
Sales & Training Director

