

# COVID-19 STATEMENT

As Coronavirus (COVID-19) continues to cause uncertainty in our daily lives, I feel that now is the right time to update you on our position.

Firstly, I wanted to send a message of support to our clients, suppliers and business partners as we tackle this new challenge together, and to reassure you all that Gate Machinery is still very much open for business.

Gate Machinery International Ltd remains fully committed to the continuity of our service until such time that the Government issues instructions for our business to close.

We are following the advice of both the Government and Health Authorities, and as you would expect, our number one priority is to protect our business community. The health, safety and wellbeing of our customers, suppliers and staff is of the utmost importance. To prevent the spread of COVID-19 we have put a rigorous plan in place which is being reviewed daily. Our current strategy is:

## **For our office and warehouse team:**

- To limit social interactions.
- We are supporting working from home where possible in order to limit the number of people in the offices at any one time.
- We will utilise video conferencing as an alternative to face-to-face meetings and keeping connected to you when it matters most.

## **Spares and Accessories**

- Enquiries for spare parts remains the same, we will provide the information you need as usual.
- Due to the impact of flight reductions, the delivery time may be longer than usual and freight rates may increase.
- If your area is affected by the epidemic, we will coordinate with you and suggest alternative shipping methods to minimize the risks and to ensure the delivery time.

## **On-Line orders**

- We are committed to providing our customers with the very best service possible. The current situation may, however, mean that goods ordered on-line may be delayed by one or two days.
- Our business hours and working days remain unchanged

## **Machine orders**

- We have £500K of machine and spares stock, ready for despatch. Please enquire to see how we can be of assistance to you.
- We are still processing orders on forward order, although deliveries may be slightly extended due to reduced frequencies of vessels. Please contact us to discuss options and pricing.
- We are able to deliver to you safely, whatever your requirement.

## **Service**

- The current self-Isolation and Social Distancing instructions from the Government make it difficult to visit certain premises. In these exceptional circumstances, we will endeavour to provide our customers with as much help and assistance as possible.

We hope that by taking these steps quickly, we will minimise the effect of COVID-19 on both our business, as well as yours.

Professionally and personally, I would like to thank you for your patience and continued loyalty in these tough times.

We will continue to keep you updated as the situation changes but if you have any questions, at this time, please contact us at [sales@gatemachinery.com](mailto:sales@gatemachinery.com) All that's left for me to say is:-



**Stay Safe and God Bless.**

**Alain R Fidelia**  
**Managing Director**