

SHACKLETONS

Handmade in England



A family business with family values

Care sits at the heart of Shackletons and we would like to reassure all our customers and suppliers of our ongoing commitment to their businesses during these challenging times.

Our number one priority is to protect the health of everyone associated with our business. As a result of the ongoing spread of Covid-19 we have introduced the following measures to ensure continuity of service to our customers across the UK as we operate as normally as possible.

Our internal measures

- Our coronavirus action plan has been in place since the end of February and is constantly under review
- Our factory, showrooms and offices are cleaned and sanitised every two hours
- Hand sanitisation has been installed at all site entrances and exits and all colleagues are actively following government advice on hand washing
- Our manufacturing and customer service teams continue to work alongside our customers and suppliers as we produce and deliver all customer orders
- We are introducing home and split shift working wherever feasible
- Non-essential meetings whether internal or external have been replaced by digital conferencing technology

Our external measures

- Each item of furniture is sanitised prior to packing and the packaging itself is sanitised externally. We are working closely with our partners and using Panaz Shield™ Plus Anti-microbial Technology as part of this process, which is scientifically proven to kill the coronavirus <http://www.panaz.com/en/news/2020/02/shield-plus-effective-against-covid-19-coronavirus>
- Our Shackletons delivery drivers carry digital thermometers and have been asked to check and record their temperatures every two hours with a view to remaining aware of any signs of fever
- Our Shackletons delivery drivers are equipped with face masks, gloves and shoe covers. They also carry disposable fully protective suits should these be required
- Should care home managers prefer an arm's length delivery our drivers are happy to assist personnel at the entrance to each home

As the landscape changes, we are aware that specific customer requirements may also change. Please advise our customer service department of your individual requirements at point of order and we will ensure these are communicated to our delivery teams.

Thank you in advance for your cooperation in assisting us to continue serving you. We are making every effort to maintain our high levels of service throughout this exceedingly difficult period.

Keep safe, healthy and look after each other.

Anthony & Joseph Ullmann and all at Shackletons