



Update from JW Timber Ltd

“Our Business Remains Open”

Coronavirus (COVID-19)

In light of recent events, we continue to remain responsive to government guidelines and recommendations. However we thought we would update you on the measures we have taken to protect our staff, customers and visitors to our premises.

Within our offices and yard we have installed hand sanitiser dispensers at each entry/exit point and have implemented additional cleaning procedures. Where possible, we are encouraging staff to keep the recommended 2 metre safe distance from each other and would ask customers and visitors to respect the same.

Deliveries are continuing as normal and we recognise that we will all need to judge each situation we find ourselves in and be respectful of each other's wishes. If any customers prefer to minimise contact then our drivers can leave the timber along with delivery notes outside your workshop ready to be moved once we have left your premises. (An advanced warning of this situation would be most helpful as we could potentially have a drivers mate travelling independently to assist where needed). We have supplied our drivers with materials to alleviate any fears they may have and to protect themselves (i.e. hand sanitiser, anti-bacterial hand wipes, face masks and gloves, disposable pens for signing delivery notes).

In terms of collections, our security bollards will be introduced as a barrier and we will implement a queueing system as necessary to restrict the number of customers/suppliers on site at any one time. Pre-ordering and pre-arranged collection times would be advantageous to us all, so please contact the office with your order.

We would ask that if you or any family member is experiencing signs of Covid-19, please follow Government advice and do not come to our yard. All our staff have been briefed in this respect and we are doing everything we can to ensure we trade safely.

Please continue to check our website where we will keep you up to date with the latest information to avoid any unnecessary disruptions to you and your business.

We fully understand and appreciate that most of our customers are either self-employed or running a small business and by working together we can continue to supply through these difficult times. We would like to thank you for your continued support.

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