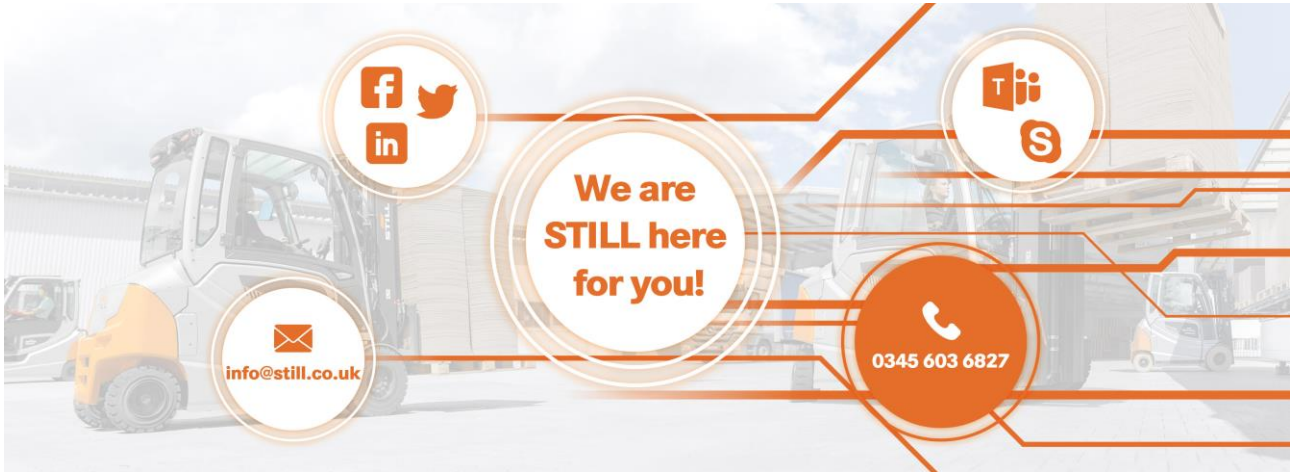




## STILL UK Update for Customers: COVID-19



At this challenging time we are committed to do everything we can to continue to support your business, responding to your changing and unique needs.

The spread of the coronavirus presents a major challenge to all of us. As part of our ongoing and loyal partnership, we would like to inform you about the actions we have taken to safeguard our business activities and protect the health of our customers, employees and business partners.

The situation is currently very dynamic across all countries. Therefore, please consider this letter as a snapshot. Be assured that we are keeping a close eye on the situation and should things change or should there be further developments that concern you, we will of course inform you directly.

Regardless of the latest developments, protecting our employees, customers and business partners and maintaining your business operations is our absolute priority!

Below are some of the actions we have taken to safeguard our business activities:

- ❖ We are continuing to follow all Government Guidelines with daily reviews taking place on any new advice issued.
- ❖ Where possible all necessary appointments & meetings are now being conducted via telephone, video conferencing or Skype.
- ❖ Our office doors in both Exeter and Leyland are now closed to any casual walk-ins. Please call the number below if you have any queries or requests.
- ❖ Many of our staff are now working from home however this will not impact the service that we provide.
- ❖ If you or a member of your family have been showing any of the symptoms, we ask that you follow Government Guidelines and only request a face to face appointment once these guidelines have been satisfied.

Of course, as the Coronavirus situation continues to evolve, we will act and adjust accordingly.

Please see below some FAQs which you may find useful.

We hope you and your families stay safe and healthy.

With best wishes,

STILL UK Team

Contact us: 0345 603 6827

Email us: [info@still.co.uk](mailto:info@still.co.uk)

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### Useful Contact Details:

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**Purchasing:** info@still.co.uk  
**Personnel:** info@still.co.uk  
**Truck parts:** parts@still.co.uk  
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### FAQ

#### What about the production of new trucks and delivery times?

After a short break, production in all our factories is currently ramping up or is already running again. In all German plants, production has restarted as at 20<sup>th</sup> April 2020. As a system-relevant industrial company, we have already been able to restart production at our Italian plant in Luzzara as at 14<sup>th</sup> April 2020 and in Châtelleraut, France, trucks are being built again for our customers (since 9<sup>th</sup> April 2020). The breaks were used to accumulate material buffers and to develop and implement concepts for safe work processes. Our customers are informed directly by our sales department about the current delivery times of the trucks they have ordered.

#### Does STILL continue to attend customer appointments?

We will continue to provide our customers and partners with the best possible support and be available for them whenever they need us. We prefer to handle our consultations via digital communication channels in order to reduce direct physical contact as far as possible (in line with the recommendations of the renowned health organisations). Video conferences in particular are a suitable tool for us to maintain a personal, effective and goal-oriented contact with you. Personal meetings of employees, customers and partners are avoided or postponed whenever possible. If this is not feasible, they are held in compliance with the respective legal regulations and recommendations of the renowned health institutes.

#### Will service and scheduled appointments for maintenance and repair be held?

Our service engineers are at your side as reliable partners even in these challenging times. As our customers, you can rely on our service contract obligations being met. The supply chains for spare parts are intact. Our engineers are equipped to carry out maintenance and repairs as usual and at best on the first visit. Minor rescheduling cannot be ruled out in individual cases. Should this apply to you, your contact person will communicate with you directly. Our service engineers have been asked to inform themselves about any special safety measures that may be required by their customers prior to any visit and to act accordingly. In the interest of our employees and our customers, we will try to bundle service concerns in order to avoid several visits to a single customer.

#### What internal measures have been taken to protect the workforce and maintain the business?

STILL has reacted quickly, decisively and comprehensively to the spread of Covid-19. Starting with broad communication activities concerning hygiene and rules for personal contact with colleagues (based on recommendations from prominent health organisations such as the WHO), to establishing central and local crisis management teams, to instructing employees to work from home office wherever possible as well as avoiding face-to-face meetings. We are doing everything in our power to protect our employees, customers and business partners and to safeguard our business. With a dedicated information portal on the STILL intranet along with continuous and proactive email communication, we are ensuring that all our employees are kept as well informed as possible and can therefore be available for our customers in the best possible way.

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