

Dear Customer

Re: COVID19 – Climalife/IDS UK supply chain

We are certainly all living in unprecedented times and it would seem that the disruption to our lives will continue for some time yet.

In the meantime we as an organisation are making best possible efforts to ensure we have the best continuity possible in the supply chain. We have already started to employ our BCP (Business Continuity Plan) for parts of our business which will allow where possible remote working but with full access to our systems and order processing. We have also instructed our filling plant to increase the amount of filled stock in cylinders available as we have seen demand from the market increasing and we think for a short time will continue to increase.

The only part of the supply chain in which we have less control is the transport element and we believe it may be disrupted by availability of drivers due to illness. I think it would be fair to say that we all just need to adjust our expectations and ensure we give ourselves plenty of time for deliveries.

Please continue to make your orders in the usual manner by email and as necessary please phone the office if you need to speak to someone. In case the government decides to deploy a complete lock down and we cannot get to work then phones will be rerouted to a number of mobile numbers so we can continue to receive your calls.

As always we would also encourage you to keep in contact with the Climalife Regional Sales Manager dedicated to your business who will also have the ability to ensure that your requests and orders are dealt with.

Finally, I would like thank you all for your patience during this difficult time and we wish you luck and success in ensuring that your businesses continue to thrive under these challenging circumstances.

In the meantime if there are any questions or queries then please do not hesitate to either contact myself or one of my colleagues.

Yours sincerely



Allan Harper
Managing Director
For IDS Refrigeration Limited