



For Complete Independence Choose Absolute Mobility

Dear Valued Customer,

At Absolute Mobility we are as concerned as the rest of the community about **Covid-19**. We would personally like to reassure you that we are looking to put in place best practices to minimise risk both to our customers and to our staff as we complete our essential works.

Currently, we have no reported cases of **Covid-19** within our workforce. We have an open reporting system and our staff are dedicated to ensuring we support our customers throughout the next few months.

However we recognise that you and your loved ones, or the people you work with, may be part of the more vulnerable groups for **Covid-19**, and we would like to work with you to ensure works are carried out at times or in ways that minimise risk. We are also happy to postpone works if you wish.

We have put in place several measures to hopefully ensure our installation and service staff cannot be a source of infection to our customers and that they are also protected:

- Protective equipment/ clothing will be worn during any works. This will be new for every visit and disposed of in a sealed bag after each visit:

- Gloves
- Paper boiler suit
- Shoe covers

- Regular handwashing before gloves are put on and at the end of any job.
- We are happy to be flexible with times when our work is completed to minimise contact with you, or your family members should you wish it.

We will maintain a policy of no-one with a cough, cold or temperature being allowed to attend work in line with government recommended best practice as a minimum.

We hope this pandemic passes quickly and that Absolute Mobility can support you through this time. Please communicate with us to ensure we work together to provide you with the service that deserve.

Best regards,



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Tel: 0800 29 22 110 [info@absolutemobility.co.uk](mailto:info@absolutemobility.co.uk) [www.absolutemobility.co.uk](http://www.absolutemobility.co.uk)