

## **COVID-19: Customer Delivery and Installation Support**

During this ongoing period of uncertainty under COVID-19 operating restrictions BOF wishes to re-assure our customer base that we are here to support all efforts to reinstate and continue to provide delivery and installation services to customers who have placed orders and are able to facilitate and accept delivery to site.

In order for BOF to fully facilitate customer requirements there are several key points we need to bring to your attention:

- **BOF site supervision:** for some deliveries and installations BOF will not be able to arrange direct employee site supervision during this period e.g. where long distance travel and overnight stays are required due to lack of accommodation availability. However, BOF retains full responsibility and will directly plan and manage all delivery and installations via our appointed partners.
- **Site supervision:** we have a highly experienced cohort of installation partner specialists (qualified and framework approved) who we will deploy to act as BOF representatives where BOF is unable to provide direct personnel – our partner representatives are fully qualified for in their respective roles (e.g. CSCS, SMSTS). BOF installation partners are regionally located across the UK so your local BOF installation partner will be able to provide unencumbered D&I services (e.g. daily travel to site so no accommodation availability issues). **NOTE:** please be aware that installation may take longer than normal due to site restrictions, reduced manpower and safe working practices in line with prevailing Government Guidance and BOF COVID-19 compliant RAMS and delivery methodology.
- **Delivery:** where possible and practical BOF will arrange delivery of furniture either direct to site (to be met by deployed installation partner) or into installation partner facilities for onward shipping.
- **Third Part Delivery:** in some instances, under current COVID-19 restrictions, BOF will only be able arrange third party delivery to door – no installation service. Customers will be advised on a case by case basis where this applies.
- **Supply Chain:** BOF currently has access to a core cohort of approved manufacturer supply partners who are able to manufacture and supply furniture as required (we are able to offer a broad portfolio of items to meet most customer needs/requirements). This supply chain has a proven record of reliability and can offer continuity of product across most of BOF customer base and contracts.
- **Contractual Lead-times:** we would ask customers to be flexible in this regards during the current COVID-19 restrictions period so we are able to provide as efficient a delivery and installation service as possible e.g. to maximise vehicular/logistical efficiencies whilst customer base begins to re-open it will, in many instances, require BOF, our manufacturing partners and installation partners to consolidate delivery runs. This will likely mean previously agreed scheduled deliveries into geographical areas, for example, will vary; BOF will advise full detail on a case by case basis.
- **Price Variations:** for some items where availability may be restricted (e.g. manufacturer not yet re-opened) BOF will provide appropriate pricing for alternative items that are currently available.

BOF is currently available and able to provide quotations and product advice, take and process customer orders and arrange delivery and installation. We wish to re-assure all customers/clients that it is our sincere intention to provide as efficient and effective a delivery and installation service during the ongoing COVID-19 restriction period whilst adhering to prevailing UK and Regional Government guidance and advice including deployment of appropriate PPE and implementation of on-site Social Distancing rules.