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COVID-19 Business Risk Reduction

CLAAS Eastern are taking the following actions to help limit the Coronavirus outbreak. Our objective is to maintain business as usual but most importantly to ensure the safety of ALL employees and customers. Your support and co-operation during these challenging times will be appreciated.

The following actions have been taken to allow the daily business to continue while limiting personal risk.

Sales

- Sales teams will remain fully contactable via phone (mobile) and email.
- Farm visits will be restricted for machine viewing and appraisals only – no human contact.
- All demonstrations are postponed until further notice.
- All supplier representative appointments are postponed.

Parts

- Depot Parts operations remain operational.
- Anyone entering the location will be required to use the sanitizers provided.
- Customers are asked, where possible, to place their orders by phone to limit time and contact when on site.
- Parts counters and equipment will be sanitised on a regular basis.

Service

- Depot Service operations remain operational.
- On-farm breakdowns remain supported but with no direct human contact.
- All engineers are issued with anti-bacterial wipes.
- Disposable gloves will be worn at all times.

We appreciate your patience and cooperation during these challenging times. As the situation develops over the coming weeks, we will update these procedures as required.

“Working together to keep agriculture operational and safe.”

RV/seb/17.03.2020

