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17th March 2020

COVID-19: BUSINESS OPERATIONS UPDATE

Dear Customer,

I hope that you, your families and friends are well. Our thoughts are with all those who have been personally affected.

As a business we remain fully operational in all departments and I want to reassure you we will continue to service all your requirements as best we can...our plans allow us to continue to take and despatch orders as usual, however there may be slight delays in getting parcels to you - we are working with our supply chain partners to minimise this.

We are well prepared and have now implemented some business operational changes in our sales/customer service office as well as our production/warehouse facilities to protect the safety and wellbeing for our colleagues and customers.

- Our sales/customer service colleagues are now remotely working from home to ensure we can continue to offer the fantastic service we do. All telephone calls and emails are diverted to mobiles and laptops to minimise any disruption.
- Customer and supplier meetings are postponed until further notice however we are available for telephone video conference calls.
- We have increased visibility of information and hand-washing facilities/materials around our buildings for colleagues and visitors.
- We have also increased communication to all our employees regarding COVID-19 symptoms, also that if they are feeling unwell, to stay at home and follow official NHS advice.
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

As further information and guidance is changing daily, we remain diligent regarding any communications and we will implement any changes quickly. We will also further communicate to you should any of these changes affect you, however it is business as usual and we remain committed to service your every need.

Thank you for your continued support, loyalty and custom during these difficult times. If you have any questions, please do not hesitate to get in touch.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sam Kemp', written in a cursive style.

Sam Kemp
Sales Director