

27<sup>th</sup> March 2020

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Dear Customer,

### **Important Communication - Coronavirus Outbreak Advice**

We want to keep you up-to-date with the developing situation of the Coronavirus pandemic, and how that information and advice is affecting us at H&V, and of course impacting upon the service we are able to offer.

Government advice has been that, despite applying strict guidelines with respect to working from home wherever possible, social distancing and increased hand hygiene, that businesses should, as far as is possible, carry on as usual.

At H&V we have followed these instructions closely. We have limited the number of staff working at any one time, sending personnel home whenever possible, we have enforced social distancing and increased hand hygiene.

**However, we now find ourselves in a position where we need to do more.**

Therefore, with effect from Monday 30<sup>th</sup> March 2020, we are going to implement the following procedures, to stem the spread of Coronavirus, which in turn will enable us to help protect our staff, customers and suppliers from infection and alleviate pressure on the NHS: -

- **Maximum of 2 vehicles delivering daily from each branch.**
- **Office staff limited to a maximum of 2 per branch at any time.**
- **Projects/contracts deemed 'Key/Essential' by government to take priority when allocating either stock or delivery space.**
- **No timed deliveries will be guaranteed, we will however continue to do our best to accommodate requests whenever possible.**
- **All orders required for next day delivery must be placed by 3pm, however please note that a next day service is not guaranteed to be available, due to the restrictions mentioned above.**
- **Delivery notes will no longer be signed by customers, instead our drivers will write the name of the person who has taken receipt and will make a note where goods were left. They will also take a picture on their phones. A copy of the delivery note will be left with the materials.**

- **Collection from branches must be arranged in advance, whereby stock will be left outside our premises for the customer, along with a copy of the collection note.**
- **These restrictions to be in place until further notice.**

Our aim is to continue providing a service to our customers for as long as possible, most especially to those sites deemed Key/Essential such as Hospitals, Schools, Energy centres or those places manufacturing vital equipment such as masks or ventilators which are being used in the fight against Covid-19 by the authorities.

However, as always, we will be led by advice and instruction from government and if we are told to close then we will do so. Equally, if staff restrictions leave us unable to safely operate, we would also have to consider closing. That said we are confident that the procedures we have implemented will mean that this does not happen.

Thank you for your support, and as ever, I hope and trust that you know you can always count on the same from us. This will continue to be the case, even if we have to make further changes to the way in which we operate. I am sure you can all understand that these adjustments, however hard, are essential and are for the greater good.

In the meantime, if you do have any questions please do not hesitate to contact either myself or your local branch, we will be happy to answer any queries you may have.

Yours Faithfully,

Rob Collins  
Managing Director