

Update 03/04/2020

Dear Customer

We have updated this statement in light of the government's most recent guidance with regards to the Corona Virus. We are monitoring the advice from government, HSE and health agencies to ensure we are following the latest advice available to businesses in the UK.

As part of this process we assess that our business is one of the key industries as supplier of packaging to many food and drink businesses. We have implemented these measures including but are not limited to:

- Keeping staff updated with latest advice and equipment for reducing the spread of infectious diseases. Members of the team who may fall into the vulnerable categories are being supported as far as possible as per the latest government advice.
- Restricting visitors to site to exceptional circumstances that are absolutely essential to the normal running of the business.
- Restricting visits we make to other businesses to exceptional circumstances that are absolutely essential to the normal running of the business.
- Where visits are essential an additional health questionnaire for employees returning from holiday/absence, visitors or contractors. Access will be denied to anyone falling into the restricted categories such as showing symptoms and being in contact with people who show symptoms. We are also assessing visits abroad as part of this questionnaire.
- Advising members of staff that if they or members of their household were to show even mild symptoms of the Corona virus or any other similar illness as described by Public Health England to stay at home, self-isolate and act as per <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
- Any staff whose duties can be performed from home are working remotely to reduce social contact to other people who are essential to on-site operations. We have several methods of contacting us available, mobile, email or Zoom. Please email your usual contact and they will be able to provide you with any details you need to connect with them directly.
- Monitoring our supply chains for signs that the spread of the virus might cause disruption to the normal running of the business.

Supply chain

Materials

Due to a surge in demand and other pressures our suppliers are now reporting extended delivery lead-times that are up to 3 weeks, with our manufacturing and distribution lead times adding 5-7 working days to that.

We cannot guarantee that this situation will not change without prior notice. We will issue further updates as the advice and/or circumstances change.

Deliveries

Our hauliers are currently operating with full network coverage with most drivers still at work. Most services are operating as normal however some types of delivery are being impacted such as some same-day & timed-delivery services. As such timed deliveries can still be booked but we cannot provide a guarantee. Please note we are receiving daily updates from the hauliers and will keep you informed of any changes.

N.B. They have requested that we inform them as quickly as possible if any customer sites are closed as any failed deliveries will be charged through the network. As such please could you urgently email: sales@watermillpress.co.uk if your site is planning or experiencing closures.

Stock-holding

As the suppliers are now reporting extended lead-times please allow longer than usual for delivery of your orders. We recommend you allow *4 weeks* at a minimum but longer wherever possible. With the rapidly evolving nature of the situation we strongly recommend our customers assess their requirements and where necessary place additional orders to be delivered and held at their own sites. We assess this to be the safest mitigation against any potential delays & logistical network disruption. Please contact sales@watermillpress.co.uk to develop a plan for any additional ordering requirements.

Please note:

This statement is based on the best information available to us currently, please be aware this may be subject to change as the situation develops. Due to the rapidly evolving nature of the situation our statements may be updated without notice.

Some useful sources for guidance:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>

<https://www.hse.gov.uk/news/social-distancing-coronavirus.htm>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874011/Stay_at_home_guidance_diagram.pdf

<https://www.gov.uk/coronavirus>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>