



Hello

In light of the uncertainty we all face in our daily lives with the outbreak of COVID-19 (Coronavirus), we wanted to write to you directly to keep you informed of the steps we've taken here at Dunsters Farm.

As an independent, family run business our priority is the safety of our staff team and our customers and we wanted to ensure you that we will continue to operate safely, ensuring our customers have the food they need, whilst working in a responsible manner and in line with government guidance.

Importance of hygiene

There's a lot we still don't know about Coronavirus, but health authorities have been clear that maintaining good hygiene is absolutely critical. We pride ourselves on our excellent audit results and have robust procedures in place for ensuring our depot is kept clean at all times. However, we have increased our cleaning schedule and also added a clean down between shifts and additional vehicle cleaning. Our staff have all been briefed on the latest government guidance on handwashing and will comply with any additional requirements you have at your site for delivery drivers. Dunsters Farm offer much more than a "drop and go" service however we recognise that given the current situation, you may require us to leave deliveries at a dedicated drop off point rather than entering your kitchen or store room. Please just let us know when you place your order and we will arrange this for you.

Changes to how we work

We love meeting up with customers and suppliers but recognise that at the moment, this is not possible. We have therefore been arranging for meetings to be held over Skype or the phone rather than in person to avoid any unnecessary contact.

Stock levels

We are currently fully stocked and able to operate as normal however we are working closely with suppliers and manufacturers to ensure that we can continue to remain stocked on all key lines. If you have any stock questions, please drop us an email or give us a call.

Helping each other

As always, we are working to provide the best service possible for you – if there's something you're struggling to get hold of or you have any questions or concerns, please do give your area sales manager or the office a call. We have contingency



plans in place to ensure that even if we have to close our physical office, we are still contactable and can continue to operate our delivery service. If you have to close for any reason and will not be able to accept your delivery, please get in touch.

Please ensure you have our main phone number (0161 763 7900), our email address (sales@dunstersfarm.com) and the mobile number of your area sales manager saved in your phone. We will also be updating you via our social media channels – search for @dunstersfarm on Twitter, Facebook and Instagram.

We are monitoring the situation daily and are following the guidance being provided by the government in order for us to operate responsibly and safely. Should you require further information, please get in touch.

Take care,

Four handwritten signatures in blue ink are arranged horizontally. From left to right, they appear to be: "Jeremy", "Elizabeth", "Hannah", and "Tom". Each signature is written in a cursive style.

Jeremy, Elizabeth, Hannah and Tom
Directors