



Dear Partners,

As I am sure that you are now aware, the Coronavirus (Covid 19) has been declared a global pandemic. At Manchester Organics our top priority is the health and safety of our employees, their families and the bigger communities who we all may encounter. We are therefore committed to working with our employees to ensure that, in line with the UK Governmental advice, we continue to run our business with a responsible approach.

In line with the most recent UK Governmental advice issued on the 16<sup>th</sup> March 2020 we are now implementing, that where possible, our members of staff will work remotely. This is something that has been tried and tested over the past 24 – 48 hours and we therefore do not envisage that there will be any reduction in our services. You can still contact us by telephone, email, and through our website. On our website, [www.manchesterorganics.com](http://www.manchesterorganics.com) we have the live chat feature where you can ask questions to one our team and you can also check the stock availability of items with our live stock aspect.

Where remote working is not feasible, we are working with our employees to ensure that their health and safety is of upmost importance. Our QC laboratory, despatch, and production departments are still open and running as usual and we are continuing to manufacture and despatch our customer requirements on a daily basis. Where possible we have put protocols in place to help minimise social contact and we have also implemented other protocol for breaks and lunch periods to help reduce the chances of the virus spreading. At this time, all our staff members are healthy and well. We are doing everything we can to continue this approach.

To ensure the safety of our staff and the wider public we have also taken the decision to stop all international and domestic business travel and we will not be accepting visitors onsite at Manchester Organics until further notice. If you do need to discuss matters with us, we can arrange for conference calls to be set up to accommodate this.

We are continuing to follow the UK Governmental advice that is being updated daily and we will look at amending our working environments for our employees in line with this. We do ask that if you have any special requirements for deliveries at this time, such as delivery to a different site or specific restrictions on site, if you could let us know then we will look to try and accommodate this as much as we can for you. Please feel free to contact our team if you do have specific questions as we would be happy to help.

We wish you all the very best during this difficult and very uncertain time.

Best Wishes

David Gray – Commercial Manager

Manchester Organics