



## Covid-19 Response & FAQs

Following the latest Government update on 23/3/20, I'd like to confirm that we **remain open for business. We continue to support our customers and can still deliver existing orders and accept any new ones.**

We are open for business and will continue to deliver our service to support those who are staying operational or working from home during this time.

I'd like to take this opportunity again to thank the Find My Supplies teams for their dedication and support that enables delivery of your products in these challenging times.

Our employees remain working in our warehouses and offices. We continue to adhere to strict social distancing and staff are working from home wherever possible. We have distributed protective equipment to all employees in our warehouse.

We continue to listen and adapt to our customers' changing requirements and adhere to Government policies.

Please stay safe, we are here working round the clock to support you.

I'd like to thank you again for your patience and understanding in these circumstances.

Best wishes and please stay healthy.

Craig Varey

Managing Director

Find My Supplies

# FAQs

As you can appreciate, the safety and well-being of everyone connected with Find My Supplies is our number one priority. We will continue to follow the latest advice from the Government and the World Health Organisation with regards to the Coronavirus (COVID-19) situation. We've tried to answer some of the important questions that you may have right now and will continue to keep this page updated regularly.

## Receiving deliveries

### **Will you still deliver as normal?**

We will continue to make deliveries via UPS. Our teams are still working and deliveries are going out daily. You may experience longer delivery lead times, which will have an impact on our service as a result of employee absence. We are doing everything we can to maintain our delivery service to our customers, while ensuring the safety of our employees. You can track your order via our [website](#).

### **Can you deliver to home locations instead of office premises?**

Yes we can. Please add your home address when placing orders.

### **Can I change the delivery address on my existing order?**

Unfortunately not, once your order has been placed we cannot change the delivery address. As above, please set up alternative home delivery addresses for any future orders.

### **Can I contact the customer help desk?**

All orders must be placed online. For any queries which are not covered in our [help centre](#) or by our Covid-19 response, you can contact our help desk team. They can be contacted via our online form or you can contact them on 0344 371 9470, lines are open 9am – 5pm, Monday to Friday, excluding bank holidays. You may experience longer wait times as a result of employee absences. We are doing everything we can to maintain our service to our customers, while ensuring the safety of our employees.

## Stock levels and supply chain

### **Will I be able to receive all my normal goods and do you have a robust supply chain?**

Find My Supplies, as part of the EVO Group, have a robust supply chain. We also have the largest stock holding in our industry. We trade with both global suppliers and UK based manufacturers. We have been assured by our suppliers that they are prioritising us within their supply chain. We rely and trust our suppliers to provide accurate information in terms of deliveries to us and we will tell you what they tell us. These are unprecedented trading conditions, so supply will be more unpredictable than normal and it is possible that some deliveries will be delayed.

### **Why are there so many Coronavirus (COVID-19) related goods out of stock?**

The demand from customers has expanded many times beyond our suppliers' abilities to supply. We are working hard with them to secure stocks of key lines at a quantity that will allow us to fulfil orders more quickly over the coming weeks.

## **Business precautions and procedures**

### **What precautions and procedures have you put in place for your employees?**

The safety and well-being of everyone related to Find My Supplies is our priority and we will continue to follow the latest advice from the Government and the World Health Organisation with regards to the Coronavirus (COVID-19) situation. We are asking staff where possible to work from home. We also have office, warehouse and transport roles and have taken measures to distribute protective equipment to these employees. We have prepared a COVID-19 policy document in line with HR best practice to ensure all employees are clear on the measures in place. This is being reviewed and updated as the situation changes.

### **Will your warehouses still operate?**

Our warehouses are still operating. While there are elements of automation within our warehouse operations we do require manual input to bring our service to our customers. We have multi-skilled operatives who can work outside of their normal area in order to help cover changes in resource that we find on any one day. We will flex overtime, weekend working and temporary staff as required to deliver our service. There is a possibility that your usual next day service may not be met depending on demand and staff availability. Our employees' health and well-being remains a priority while also delivering our service to you.

### **Is your IT platform robust?**

Our systems are robust and are regularly maintained and upgraded. We do not foresee any risks to our systems at this point, providing our outsourced third party partners provision remains in place e.g. phone systems, broadband, electricity etc.

### **Will I be able to visit your sites?**

We are no longer allowing any non-employees to visit our sites. Should there be any extenuating circumstance a relevant Director will make the decision whether or not to make an exception. This decision will be based on Government advice regarding social distancing at that time.

### **Are you financially stable?**

As part of the large privately owned EVO Group we are financially stable. We have the ability to call on working capital as may be required during this abnormal trading position.

### **Government Recommendations**

We will follow Government Recommendations on behalf of our staff, customers and suppliers. We have issued all staff with clear guidelines and a policy as we navigate through this period.