



Covid-19 Precautions at Wilfrid Smith Limited

In light of the evolving Coronavirus (COVID-19) outbreak, we wanted to update you on the current operational status of Wilfrid Smith Limited.

Wilfrid Smith Ltd are working in accordance to the Government guidelines: -

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Head Office:

- Normal office hours still apply.
- All travel and face to face meetings have obviously been cancelled. Our sales teams are working from their home office's and are available by email or mobile phone.
- We have increased our remote working capabilities. All office-based staff are now working from home with full connectivity to normal Office functions.
- As we are all completely working from home, we may not be able to answer telephone calls as efficiently as normal. Please use email as a basis of communication as much as possible during this difficult time.

UK Warehouses and logistics

- All of our UK warehouses and logistics partners continue to work as normal, although some delays are to be expected.

Deliveries to and from the UK , Europe and overseas

- Some products may have increased lead times. We are actively discussing supply with all of our Principals and are monitoring the situation continually.
- We will endeavour to inform you if any supply situation changes significantly.
- **We would advise that you plan with the view that deliveries from Wilfrid Smith are subject to a longer lead time than normal.**

Our contact email addresses are

For Orders - Julie Sutherland – jsutherland@wilfrid-smith.co.uk

For General enquiries – Phil Knowles – pknowles@wilfrid-smith.co.uk or
Ian Mason – imason@wilfrid-smith.co.uk

For Accounts – Steve Young – syoung@wilfrid-smith.co.uk

We are continually monitoring and reviewing the escalating situation in line with latest government guidance and will keep you updated on developments with specific attention to the health of our employees and the delivery security for our customers.

Ian Mason

Managing Director

01/01/2021