




Corona Virus News from our Suppliers

A number of suppliers have been in touch with information on what is happening in their business as we all adapt to our new reality. Here are a few.

	<p>AG Barr</p> <p>... We are now looking to minimise our drivers time in store whilst they are delivering to your members and to support social distancing. So for the coming weeks we will either make the delivery to the front of the store - or to a rear door - allowing our drivers and your members to distance themselves as much as possible. Our Telesales teams will ask your customers what their preference is when they are taking orders.</p> <p>We have also provided all our drivers with hand sanitiser to support hand washing as this is the most important action to take when making deliveries.</p>
	<p>Warburtons</p> <p>Last week was a major challenge operationally as consumer demand soared but we delivered an extra 3 million loaves to our customers in our effort to keep the nation Fed and Healthy.</p> <p>The challenge this week is, as Covid-19 continues to impact every fabric of UK society, we are being affected at an operational and distributional level, which is beginning to impact our ability to distribute to our customer base. As such we have from today had to initiate a minimum drop size delivery based on average drop size prior to the beginning of covid 19. This will come into effect from the 27th of March, and will be for an initial 14 day period after which we will assess the situation and look to reinstate our service were ever possible to our customers, It is our intention to attempt to contact all stores affected to inform them of this difficult decision we have had to make in theses unprecedented times.</p> <p>This action has not been taken lightly and is to ensure that wherever possible, we continue to get a large volume of bakery products out to the UK consumers to meet and support their family needs in this difficult time.</p> <p>As I am sure you are aware, it is a very fluid situation, should anything change, we will look to update you as needs arise</p>
	<p>Riverside Greetings</p> <p>... For the foreseeable future we will not be providing a personal delivery and merchandising service as this would contravene the Government's instructions on essential travel and compromise all of our efforts to maintain appropriate social distancing.</p> <p>What we are able to do is contact existing customers by telephone / email and take orders (minimum 100 cards) which we will ship to them direct carriage paid on a sale or return basis. The 100 card minimum order is about 1 card per pocket for a 1 metre display. For customers who use our consignment model we will differentiate the sale or return stock with a special sticker which will mean that it can be identified when we return to our normal operating model and the appropriate adjustments made.</p> <p>We are also able to supply new customers and supply minimum orders of 100 cards carriage free on a firm sale basis.</p> <p>In light of the changes in consumer behaviour which the Government's instructions will drive, such as weddings and christenings being postponed, we will condense our range to focus on those designs which we believe will continue to be popular which will be birthdays , blanks, get well, thank you etc.</p>

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We think it's crucial to maintain as much support for our customers and their shoppers as possible in these difficult times and with social distancing and travel restrictions in place sending greetings cards will be one of the ways that we can show we care for people.



Card Connection

... our franchisees have been instructed to cease providing any merchandising visits until further notice.

We believe that this is absolutely the right thing to do, in the hope that the spread of this awful virus will slow down, so that our amazing NHS can better cope with the peak and lives can be saved. We know we will all come out of this stronger as a team, as a business and as a nation.

We know that some of your stores may still have some residual Mother's Day cards awaiting collection and crediting. We'd like to reassure you that this will be collected and credited as soon as the restrictions have been lifted, in the meantime we would politely request that you safely store the stock and display unit until we are able to collect.



Otter House

Otter House is open and plans to remain open throughout the current Covid19 crisis.

Otter House is working closely with its suppliers across China, and the world, to support and manage the impact of Coronavirus on our colleagues and our supply chains. For 2020 we are in a position where we hold strong stock quantities for 95% of our collection. We are monitoring stock across our ranges regularly and actively reprinting lines where necessary. At present all supply chains are active and lead times reasonable, but we will continue to monitor this and adapt as required to try to ensure a good level of range availability throughout 2020.

The main change within Otter House is that all office teams are working remotely, but this should not affect our service to you. You can continue to contact us by email, conference call or phone. All of our sales personnel will also be available via email or phone should you have any requirements.



Delice De France

While we are still going through this very uncertain period and stock levels across the multiples are still struggling to catch up, our stores are in demand as much as ever right now.

With this in mind, Delice de France would like to make you aware that we still have very good stock levels, across a wide range of products that are available for you and your stores if you need them.

See <http://www.gainsmore.co.uk/NewsPromotionDetail.aspx?ID=2145> for a flyer that shows all the products we have a good supply of at the time of this email



Fresh Food for Now Company (Ginsters)

... I want to assure you that at Samworth we are prioritising the safety of all our employees and ensuring that our usual high technical standards are closely monitored and maintained.

In order to navigate our way through these unprecedented times we need to make some decisive decisions to ensure that we can provide all our customers with continuity of supply. For this reason, we will be making the following changes.



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Van Sales Delivery: From the 30th March we will be reducing our van sales service from a 6-day service to a 4-day service. For the foreseeable future we will operate deliveries on Monday, Wednesday, Friday and Saturday.

Firm Sale: From the 25th March we will move from a sale or return operation to firm sale across all FTG products supplied by the Fresh Food for Now Company. Our van sales representatives will engage with every customer and agree their daily ordering requirements, this can be on the day of delivery or placed with the VSR in advance. We will continue to deliver in single item quantities and continue to operate the current delivery procedure which requires all customers to check and approve their order prior to signing the electronic invoice.

For clarity any stock ordered and delivered before the 25th March will be considered to be within the current sale or return agreement, any stock delivered after the 25th March will move to firm sale and will not receive SOR.

We expect more as the days go by.