



COVID-19 STATEMENT

26th March - Temporary Suspension of Operations

Dear Valued Customers,

Over the past few days we have been mindful of the changing outlook, increasing spread and risk of the Covid-19 virus within the UK, with the health of our staff and customers being our fundamental priority.

We enacted robust plans within our operation to ensure the welfare of both staff and customers but the future outlook looks increasingly more difficult to guarantee their protection, so it is the right time for us to put our people, customers, suppliers and the wider communities before business.

As of **Friday 27th March** we will temporarily suspend our operations and will make our final deliveries to customers on this day. Therefore with immediate effect we are unable to accept any further orders for prompt delivery and will look to pick, organise and deliver our final despatches for March in the remaining days.

Where a customer can demonstrate a supply need that falls within the "essential" business category that requires continuity of supply (for example, supply to the NHS or Supermarkets), we will look to make exceptional arrangements to deliver directly ex-quay and maintain a supply route.

Many of you have been contacted by us to prompt you for final bulk, or urgent orders. If you are continuing on with your own business activity, we apologise if the timing of this announcement still leaves you unprepared on stock. However, we feel this is the only appropriate action left for us to take in order to safeguard staff and assist the nations fight against this invisible threat and to protect the NHS.

To our suppliers, this will also mean a short term pause in our ability to accept incoming deliveries to our Purfleet site. Please do not attempt to deliver any materials after the 27th March as we will not be able to off-load.

Our sales staff will continue to work remotely and are happy to discuss forward orders, stocks, pricing and other queries. They will maintain regular contact with our customers via telephone and email and can be contacted directly as below;

Steve Clark:	07525 120891 / steveclark@dhhtimber.co.uk
Bruce Banks:	07506 220775 / bruce@dhhtimber.co.uk
Ben Francis:	07850 559647 / ben@dhhtimber.co.uk
Pat Collins:	07801 481428 / pat@dhhtimber.co.uk
Derek Fletcher:	07717 803145 / derek@dhhtimber.co.uk
Nicola Hollington:	07773 822925 / nicola@dhhtimber.co.uk

Alternatively please email all general sales enquiries to sales@dhhtimber.co.uk, where they will be dealt with and distributed appropriately. The accounts team also have remote access to our systems and can be contacted in the usual way, please send email to angie@dhhtimber.co.uk and andrew@dhhtimber.co.uk.

We are hopeful we will re-open within a few weeks but will monitor government advice as the situation changes and will keep you all advised of our plans. Thank you for your understanding and continued, loyal support during this difficult period and I hope that the impact of this crisis has the least possible effect on you and your families.

Stay at home and stay well.

On behalf of the DHH Management Team.

Yours sincerely,

Ben Francis
Director

