



# DHH Operational Update/Statement

## January 2021

DHH Timber remains open for business, with sales & office staff now working remotely in accordance with all current Government advice. The sales team have direct access to our IT system which includes stock, order processing, quoting and order status information.

Our main phone line has been diverted to a messaging service. Please email all general sales enquiries to [sales@dhhtimber.co.uk](mailto:sales@dhhtimber.co.uk), where they will be dealt with and distributed appropriately; or contact one of the sales contacts detailed below:

- ~ Bruce Banks: [bruce@dhhtimber.co.uk](mailto:bruce@dhhtimber.co.uk)
- ~ Steve Clark: [Steveclark@dhhtimber.co.uk](mailto:Steveclark@dhhtimber.co.uk)
- ~ Derek Fletcher: [Derek@dhhtimber.co.uk](mailto:Derek@dhhtimber.co.uk)
- ~ Ben Francis: [Ben@dhhtimber.co.uk](mailto:Ben@dhhtimber.co.uk)
- ~ Steve Gibbs: [Stevegibbs@dhhtimber.co.uk](mailto:Stevegibbs@dhhtimber.co.uk)
- ~ Nicola Hollington: [nicola@dhhtimber.co.uk](mailto:nicola@dhhtimber.co.uk)
- ~ Steph Plaster: [Steph@dhhtimber.co.uk](mailto:Steph@dhhtimber.co.uk)

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](mailto:angie@dhhtimber.co.uk) and [andrew@dhhtimber.co.uk](mailto:andrew@dhhtimber.co.uk).

In order to safeguard our employees, we have recently split and placed our warehouse teams into two rotas. In order to operate safely, this has placed certain limitations on our capacity to handle loose sheet orders. For a period of time we will not have the ability to fulfil loose sheets orders and have also temporarily suspended all collections from our Purfleet depot. We can continue to offer full pack volumes from our external quay locations and from Purfleet.

We will continue to monitor government advice as the situation changes and will keep you all up to date on our website [www.dhhtimber.co.uk](http://www.dhhtimber.co.uk).

Thank you for your understanding & continued loyal support during this difficult period. We hope that the impact of this crisis has the least possible effect on you and your families.