

## Ashley Power Ltd and COVID-19

Dear Customer,

Following the Government's announcement on the evening of Monday 23<sup>rd</sup> March, I just wanted to update you on what is happening here at Ashley Power.

For the time being, we are still open and trading. Until informed otherwise we consider ourselves an Essential Business as we do supply both the NHS and various Food Producers, as well as general industry.

We have taken the decision to close our trade counter. Goods can still be ordered via email, telephone, or via our website.

We have some staff working from home, and are running minimal staff at our premises in order to maintain effective social distancing, as well as operating an enhanced cleaning protocol, and all staff have been reminded of the necessity of regular hand-washing and to avoid touching the face.

It is our intention to keep processing and despatching your orders in as timely a manner as possible, but we ask you to bear with us if we are unable to meet exact delivery dates.

We have our own delivery van for local deliveries, but to avoid any unnecessary and wasted journeys we would appreciate it if you could advise us of any restrictions that you may be imposing on receiving deliveries.

We will also continue to despatch goods via Royal Mail and FedEx, subject to any restrictions that may be imposed by them.

We appreciate that these are difficult and uncertain times for all, and our first priority has to be for the well-being of our staff and their immediate families, and to you our customers. We will endeavour to maintain to the best of our ability the high standard of service that we have been proud to provide to you over the years, but ask for your understanding if we do fall a little short during this time.

*We extend to all our customers and their families the hope that you stay well, and look forward to resuming our normal service as soon as possible.*