

OMICRON RESPONSE PLANNING

Dear Retailer,

Like many other businesses, we are preparing for how widespread community transmission of the Omicron variant might affect our deliveries, workforce and you, our customers.

Safety of our staff and retailers is paramount and as omicron becomes widespread we may need to pare back, change, or stop supply at short notice.

And similarly, your store may be affected and need us to stop supplying you at short notice, so a good opportunity for us all to be prepared.

We can confirm we have the required health and safety protocols of the red traffic light setting in place.

If we are affected with an outbreak or isolation is required for some team members, we have the following in place to safeguard our staff and service to you.

- Our office team will continue working from home and Call Centre contact will be via email
- Our warehouse team are socially distanced and using all appropriate PPE when packing your deliveries

If your store is affected with an outbreak or isolation is required, we can help with the following.

- Place your account on hold and stop all invoicing
 - Please email our Call Centre team as soon as possible and request this
 - We can then advise if any deliveries are in process and cannot be stopped for your store and help with a solution of how best to manage these

We hope this helps provide some clarity for you and appreciate your understanding and kindness while we work together to keep us all safe.

Kind regards

The team at Are Direct