

# UPDATE: TRADE ANNOUNCEMENT FROM WHW PLASTICS LIMITED

September 24<sup>th</sup> 2020

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## COVID-19

In line with the recent changes we wanted to give you an update on the services we are currently able to provide.

### Sales Representatives

All the sales team are back and have been for several months but on slightly reduced hours. At this moment in time they will be predominantly office based but if you wish to have a meeting with them in person, please let us know so that we can do this in a safe and controlled manner. The feedback from our customers so far is that it is too early for them to be on the road full time and visiting people unsolicited. We completely respect these wishes but also have the capabilities to cater for people on a case by case basis.

### Engineers

As we have a team of engineers and technical specialists, our aim is to between them ensure that we have someone available all of the time. We are able to do onsite repairs but again in a safe, controlled environment. If you are unable to speak to an engineer straight away, we will do our best to ensure you are contacted in a reasonable time frame.

### Customer Service

The busy inbound team are back virtually full time and at your disposal for your orders and enquiries.

### Manufacturing and Product Supply

Many of the manufacturing staff are back working long hours to ensure that we do not run out of the thousands of products that we make in-house in Hull. Of the items that we supply, the procurement team are putting procedures in place to achieve continuity of supply and that we bear the burden of storing the tens of thousands of items in stock so you don't have to.

### Deliveries

Our deliveries with the exception of certain territories are running on an ad hoc basis, so if you need us in a certain area please call us to find out the latest availability.

### Accounts

The team are working full time for any enquiries you might have.

The health, safety and wellbeing of our staff and dental communities are our absolute priority and we are taking every possible precaution to mitigate the spread of the virus. If anyone should have any specific concerns please feel free to contact us on 0800 0092 444. We wish you and your families the very best of health.