

Coronavirus Update 30th March

I write to update you regarding Coronavirus. As a locally owned independent food distribution company we are at the forefront of this crisis. Our priority is the safety of our staff and that of our customers. We will continue to operate safely, to ensure that our customers have products they need whilst following government guidance. We are constantly monitoring the situation.

The Government has launched two support funds. Please see below the link for guidance that's sets out details of eligibility and delivery of the Small Business Grants Fund (SBGF) and Retail, Hospitality and Leisure Grant Fund (RHLGF).

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-business-support-grant-funding>

Orders

Please use our mobile ordering app (Download via the App Store or Google play MJ Baker E-Ordering) wherever possible to place your order. We no longer operate a Sunday Telesales service. Orders may be placed over the weekend via our mobile ordering app. Please check out by 4pm Sunday.

Accounts

Our £50 minimum order value remains in place. Due to the uncertain trading conditions we have been forced to review our credit policy. All March accounts require payment by 16th April 2020. No further orders can be delivered after this date for on stop accounts. We have introduced a remote payment facility to enable Field Sales to take payments. ***Payment has never been more important as we need Cash Flow to enable us to continue to supply The NHS & Westcountry Care Homes.***

Stock Position

Our stock availability levels are approximately 85% of our normal levels. Retail product sizes are an area for concern. We are substituting products wherever it is sensible to do so.

People

We have placed 60% of our loyal team members on Furlough. This decision has been taken to safeguard the employment of other team members.

Deliveries

Due to our turnover dropping by 70% we have been forced to amend our delivery schedule. We will no longer will no longer deliver on a Saturday or over the Easter weekend. We will ensure that all customers receive two deliveries per week. Our team will inform you of your delivery days. Drivers have been issued with a device to process card payments for Payment on Delivery customers. We will accept ALL Debit & Credit Cards and Cash. We will no longer accept Cheques for payment on Delivery customers.