



HEAD OFFICE
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Covid-19 Outbreak

Dear Customer,

The outbreak of Coronavirus (Covid-19) has created a great deal of concern and uncertainty throughout UK and the wider world, and we are closely monitoring the situation particularly in regards to guidance from the UK Government and other agencies.

We want to reassure you that you, our customers, remain our top priority. To update you on our current position:

Staff and customer precautions

We have increased our in depot cleaning regimes to try and mitigate any risk of infection and hand sanitiser is available. We are using remote working for employees where possible, to try and limit any risk to our staff and customers in depot, and protect future staffing levels. We have also ceased any meetings with outside suppliers for the same reason.

Maintaining service levels

Both our Hull and Grimsby Cash & Carry depots remain open and fully operational, as does our delivered service. We are however experiencing significant demand in certain categories and wherever possible we will try to service this demand fairly for all our customers. To that end:

- We are restricting taking on any new customers, to protect you, our existing customers.
- We are restricting certain products where needed to try and maintain a fair availability for all. This is both in depot on the web and via telesales. We would ask you to understand and respect this position. Using our website (www.deebec.co.uk) to order gives a great view of our availability.
- We are in constant communication with suppliers to try and obtain sufficient stocks and are also using alternative suppliers to try and maintain availability

Help and support

We want to help and support you wherever possible to trade successfully through this challenging time. We are a mixed channel wholesaler, and while we have challenges on availability for our convenience retailers, we are aware our on-trade & Foodservice customers are facing a much different challenge and uncertain future.

Our sales teams are all available to help and support and can be contacted at any time

We will also update our website (www.deebec.co.uk) with advice as we receive it. Government advice can be found here:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Many thanks for your support, now and in the future.



The Dee Bee Wholesale team