



18/03/2020

Dear Customer

J.A.K Marketing would like to keep you informed of how we are responding to the ongoing outbreak of Covid-19, the impact on our business today, and how we will keep you informed as the situation develops.

The health, safety and well-being of our employees and their families, our customers and our partners are always paramount and that we will continue to act in ways designed to mitigate the risks associated with Covid-19.

We are taking several steps to maintain our capability. These include:

#### **Employee Safety and Capacity**

- We have instigated a 'remote working first' approach, insisting that all staff that can work remotely do so and do not travel to our office location unless necessary.
- We are fast-tracking the introduction of additional IT capability to allow more of our employees to work from home very shortly.
- Only where face to face visit is deemed necessary will our employees be visiting customer sites. At all times, we reserve the right not to attend should the situation or environment not be considered suitable.

#### **Supply Chain and Demand**

- We continue to exercise in-depth assessments across our entire supply chain and every product in our portfolio. We are also in constant contact with our supplier representatives to monitor production and shipping.
- There may well be some short-term delays on products from more significantly affected regions in the coming weeks as some country borders initiate further restrictions on the movement of people and products.
- In the event of periods of stock shortages or supply chain limitations and peaks in demand, each stock risk and the potential shortfall will be communicated to relevant customers on a product by product basis.
- We will continuously monitor demand and stock levels, and may, in some instances, initiate a stock allocation process to ensure fair distribution of the available product.

U.K businesses and individuals are feeling the impact of unprecedented coronavirus measures, and the situation is changing daily. Please be assured that we are committed to maintaining our business operations and ensuring you continue to receive the highest quality service with minimal disruption. We will endeavour to communicate any changes to our operations as and when they occur.

If you require any further information, please contact J.A.K Marketing Customer Services on 01347 878697 or e-mail via [sales@jakmarketing.co.uk](mailto:sales@jakmarketing.co.uk)

Yours faithfully

John Holland – Managing Director

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#### Company

Registered in England,  
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