



Hygiene + Healthcare Products

12th March 2020

Coronavirus Business Continuity Plan – Western Hygiene Supplies Ltd

Coronavirus Pandemic

Staff - plans have been made and concentrate on a practical approach to limiting our exposure to the risk of a pandemic

- Our primary focus has been and continues to be on the education of employees in the most effective ways to prevent the spread of any virus
- All employees have received training on personal hygiene practices and the steps to minimise infection, in line with government recommendations
- All employees are being provided with hand sanitizers, wipes and a supply of facial tissues, with a hygienic disposal mechanism
- Guidelines have been communicated regarding the process to follow should any employee begin to have known symptoms
- If an employee is known to have come into contact with anyone diagnosed with coronavirus they will be asked to work from home for a quarantined period of time, so as to prevent any possible infection
- We continue to keep abreast of the situation daily in order to respond to any change in the current status of the pandemic
- All of our central office and customer support staff do have the facility to work from home in an emergency situation and order capture activity can continue in this way
- Should our staff be hit by the virus:-
 1. Up to 25% staff absence – Relatively small risk of disruption to supply
 2. 25 to 50% staff absence – Medium risk of some delay in supply
 3. Over 50% staff absence – High risk of delay in supply

General Business Continuity

Service demand – as we are a service company we employ our own service personnel, vehicles have extra capacity in this department. We also use a courier service company and can call on their resources dependant upon our need and circumstance.

Product demand – due to the nature of the products we supply we stock an emergency stock provision forecast and contingency has been in existence for some time. We continue to speak to our customers and supply chain on a daily basis in order to be in the best possible position to respond to any increase in demand. In addition, we are the leading distributors for many of our manufactures and transport products direct from their manufacturing facilities throughout mainland Europe and our stock levels are replenished (electronically) via a Vendor Management System Process while helps limit any disruption in our supply chain to you

The above plans have been in place for some time and we are happy that all practical steps that can be taken have been taken to minimize any risk to our organization that may occur.

Yours sincerely

A handwritten signature in black ink, appearing to read "Kevin Collins", written over a horizontal line.

Kevin Collins
Managing Director