



A Note to Reassure You It's Business As Usual...

Dear customer,

In these uncertain times, it is important that you know we are open for business, and have put in place all sensible measures to ensure we stay that way. More importantly, we are here for our customers, and whatever's going on in the world, we will support and work with you and your business. Please know that we are here to help, and if there are any concern's please get in touch.

✓ Supply

Our steel supply is currently stable with good stock levels and deliveries in transit - We stock over 15,000 tonnes at any one time and take deliveries from the mills on a weekly basis. All supply chain partners have committed to 3 months' supply and we are monitoring stock levels both internally and across the wider market on a daily basis to minimise future disruption.

✓ Processing

We have good stocks of all parts and consumables, and have protected production staff from close contact with other staff in the business, as well as strict hygiene controls on shared machinery to minimise the risk of COVID-19 infection. All of our operators are multi skilled and able to operate a range of machines should we be required to run on reduced numbers. Our machines are regularly serviced to maintain operational run times and reduce any breakdowns.

✓ Uninterrupted Service

We provide a full range of stock and steel processing all from our Canterbury site. With over 30 processing machines ranging from simple saws, to our lasers and waterjet, none of our processing is outsourced. Operating from a single site gives us far more flexibility and control to help offer an uninterrupted service on fewer staff.

✓ Online Ordering

www.parkersteel.co.uk gives you the ability to order your steel on your account when it suits you. With staffing levels in manufacturing likely to be under pressure, the last thing you need to worry about is getting your steel orders done in time. Our website works 24/7 so whether you're in the office, working from home, catching up after hours, or making an early start, we're here for your order.

✓ Digital Access to your Account

What's more, through www.parkersteel.co.uk you have full access to your Account where you can track your orders, deliveries, manage your account, get test certs, price up tenders, view your



account statements and much more putting you firmly in control whether in the office or working from home. Just make sure you register each person who needs access and link this to your main account. Need a hand? Give us a call and we'll talk you through it.

✓ **Transparency**

We have always taken pride in our transparency with our customers. Every account has full visibility of the status of any order, which is updated live, so in the event of any delays, orders are immediately updated and communicated. In the instance that there are any changes to products and services outside of our control, rest assured all our customers will be notified, and we will work with our customers to minimise any disruptions.

✓ **Consumables for YOUR Business**

Through ParkerTools we carry over 12,000 products, ranging from fixings, fasteners, tooling, machine consumables, health and safety and much more. Pretty much anything you need for the workshop or site we stock or have access to. We're working with customers on a daily basis to help ensure supplies are unaffected and keep your business running. If there are any products you commonly use that we can help procure for you, please get in touch.

✓ **Cleaning Products**

Cleaning products such as Antibacterial Wipes and Hand Sanitiser are in huge demand across the world and we are working closely with suppliers to ensure regular deliveries. We have introduced weekly update emails on the commonly used cleaning and PPE products, with up to date pricing, stock levels and due dates.

✓ **Courier Deliveries**

For our tools and consumables as well as steel parts and fittings we utilise our courier network who have revised delivery procedures and are closely following official guidance from the UK Government and Public Health England.

✓ **Steel Delivery Drivers**

Our drivers are all maintaining strict Hygiene standards and limiting contact where possible. We ask customers to be respectful during deliveries and minimise any close contact. We have introduced a revised delivery procedure for customers who do not want to sign using the hand held devices, our driver will enter the name and enter CV (coronavirus) in the signature field. This CV signature will then be classed as a successful delivery and subject to the same terms as being signed for by the customer.

✓ **Hygiene**

Hand sanitising stations have been established throughout the business. Extra soap has been placed in washrooms, antibacterial wipes are used to clean down all surfaces after every shift. Staff are being reminded verbally throughout the day, and via posters on all notice boards, to clean their hands thoroughly.



✓ Our Team

We have systems in place for office staff to work from home and have a comprehensive plan in place to keep the business working. We are implementing 'social distancing' where possible throughout our works, and all our employees are encouraged to follow government and public health guidelines.

If you have any concerns regarding orders or upcoming projects/work to be placed with us, your account manager will be pleased to reassure you.

Thank you again for your business and on-going support. We're here to help in any way we can.

Dylan Alexander

Commercial Director