

## COVID-19 UPDATE Thursday, 26<sup>th</sup> March 2020

All UKPS branches remains open to serve our valued customers who are still required to carry out essential repairs and maintenance. We are helping to keep everyone warm and safe in these times of need.

### Keeping our customers safe

The health and well-being of our staff and customers is our top priority.

We are still following government and medical advice to put safety first when servicing our customers.

As well as following all official guidance, we're regularly updating our employees with health and safety advice, while putting in place necessary working arrangements alongside travel and site restrictions.

**Telephone or emailed orders are preferable, and we will ensure they are ready to collect, or we will happily deliver to site (always following recent safety advice) SEE BELOW FOR ALL BRANCH/MANAGER CONTACT DETAILS.**

### We continue with the following measures:

- Added extra hygiene measures and increased cleaning across all of our sites and providing extra hand sanitiser gels and wipes for all customer-facing teams.
- Distancing measures of 2 metres are also being undertaken at all locations.
- Cancelling all non-critical business travel.
- Cancelling or postponing all employee events.

We've implemented hygiene and distancing measures in our businesses, including providing extra hand sanitiser gels and wipes, to help keep our staff and customers safe while we provide product and service information and support.

All coffee machines and customer toilets will remain out of action until further notice.

BRANCH	NAME	POSITION	EMAIL ADDRESS	BRANCH TELEPHONE	MANAGERS MOBILE	ADDRESS
Bicester Plumbing Supplies	Shaun Wickens	Branch Manager	s.wickens@uk-ps.com	01869 360622	07824 443623	Unit 1 Churchill Road Bicester Oxfordshire OX26 4PZ
	Luke Williams	Assistant Manager	l.williams@uk-ps.com			
Carterton Plumbing Supplies	Andy Cable	Branch Manager	a.cable@uk-ps.com	01993 842318	07833 462929	Unit 3 West Oxfordshire Business Park Carterton Oxfordshire OX18 3FN
	Tony Isle	Assistant Manager	t.isle@uk-ps.com			
Chipping Norton Plumbing Supplies	Chris Goodgame	Branch Manager	c.goodgame@uk-ps.com	01608 646453	07867 434899	Units 17&18 Worcester Road Trading Park Chipping Norton Oxfordshire OX7 5XW
	Lewis Kemp	Assistant Manager	l.kemp@uk-ps.com			
Didcot Plumbing Supplies	Chris Wiskin	Branch Manager	c.wiskin@uk-ps.com	01235 810467	07557 808256	Unit 1B Trident Park Basil Hill Road Didcot Oxfordshire OX11 7HJ
	Steve Edwards	Assistant Manager	s.edwards@uk-ps.com			
Henley Plumbing Supplies	Peter Bird	Branch Manager	p.bird@uk-ps.com	01491 411951	07769 205678	Unit 4 Centenary Business Park Station Road Henley-on-Thame Oxfordshire RG9 1DS
	Ben Jarnak	Assistant Manager	b.jarnak@uk-ps.com			
Oxford Plumbing Supplies	Lewis Moss	Branch Manager	l.moss@uk-ps.com	01865 777227	07918 551062	Unit 4 Trade Estate Harrow Road Oxfordshire OX4 6NU
	Ricky Booker	Showroom Manager	r.booker@uk-ps.com			
Thame Plumbing Supplies	Lewis Cuss	Branch Manager	l.cuss@uk-ps.com	01844 215666	07799 050404	Unit B4 Station Yard Thame Oxfordshire OX9 3UH
	Frank Crawley	Assistant Manager	f.crawley@uk-ps.com			
UKPS Head Office	John Mason	Chief Operating Officer (COO)	j.mason@uk-ps.com	01608 646453		Units 17&18 Worcester Road Trading Park Chipping Norton Oxfordshire OX7 5XW
	Colin Mason	Regional Sales Manager	c.mason@uk-ps.com		07919 148642	
	Accounts Department			01608 646453		

## COVID-19 UPDATE Monday, 23<sup>rd</sup> march 2020

Dear Customer,

We (UKPS) continue to keep you updated based on the Government daily advice and information.

Our customers and employees remain our upmost priority and we continue to do everything to keep these people safe, through our continued cleaning routines and safe practices here at UKPS.

Rest assured that we are **BUSINESS AS USUAL IN ALL UKPS BRANCHES**. Whilst we continue to operate and service our customers, please note:

**ALL BRANCHES REMAIN OPEN IN NORMAL HOURS.**

**STOCK LEVELS REMAIN AT THE FULLEST LEVELS.**

**DELIVERY VEHICLES REMAIN ON THE ROAD, WITH DAILY DELIVERIES.**

We understand that it is important to remain strong and united, particularly for all trade persons and servicing requirements.

If you require assistance with deliveries both, door-to-door or direct to site please call or text your nearest UKPS branch. We remain at your disposal, supporting you and your business through this uncertain time.

We will continue to update our customers as promised, but in the meantime remain vigilant and stay safe.

**John Mason (Chief Operating Officer, UKPS)**