

LANGSTANE CONTINUITY PROVISION **Monday 23rd March 2020**

We would like to share our plans to ensure business continuity and to keep providing you with the service you have come to expect from Langstane.

- **Visits to your premises from Langstane staff will only be made with prior arrangement**
- **Where practical our staff will be relocated within the office/workplace in order to maintain social distancing**
- **We have arranged for the majority of our staff (where possible) to work from home**
- **Our staff are flexible and can work in various departments where and when needed**
- **Delivery drivers have been issued with hand sanitiser, gloves and shoe covers to use when requested**
- **Warehouse staff have access to hand sanitiser and wear gloves when handling your goods**
- **Where there has been disruption to the supply chain, we will continue to monitor it on a daily basis**
- **Where we have limited supplies of products, rationing may apply to some products**

CORONAVIRUS STATEMENT

Our Strategy

We are monitoring the progress of Novel Coronavirus (COVID-19) along with the latest advice from the UK Government, NHS Scotland and the Department of Health and Social Care, to identify any potential impact that it may have on our business. Our management team, along with external advisors, will monitor how our business may be impacted and react to minimise any disruption.

Our Workforce

The welfare of our employees is paramount to our business. We are supporting our employees with additional hygiene advice along with increased cleaning procedures to reduce the spread of germs.

Plans are being considered to ensure key personnel remain operational in the event of a quarantine/travel restriction being implemented in any of our business regions.

Supply Chain Issues

Exceptional demand on certain hygiene products has impacted our availability on selected lines. We are in daily contact with our suppliers in order to secure further stock wherever possible.

We do not currently foresee any further supply chain issues in the short term. Our key suppliers are located within the UK therefore we do not anticipate any immediate restrictions on product supplies.

The effects of border controls / regional restrictions across the world may however have an impact on the supply of raw materials to our UK suppliers in the medium term. The effects of this are currently unknown but we are working with our key UK supply chain partners to map our supply chain process and identify any potential impact.

Product Pricing

We have a number of suppliers who have robust supply chain management programs and who hold stock of finished products within the UK. However, some product suppliers have indicated that price increases may be incurred due to the need to source alternative products/supplies from other countries.

Business Continuity and Resilience

We are reviewing and testing our Business Continuity procedures to ensure we have a robust action plan which can be implemented.

We have flexible sourcing options for our products and do not use a single source solution. We believe this approach will allow us to meet product demand or source appropriate alternative products if required.

As noted above, the main risk would come from any delay in our suppliers obtaining raw materials & products as a result of restrictions to personnel or goods movement. Please be assured we are working hard to minimise any impact on the availability of products, should any significant changes arise, Langstane will provide updates to our customers.