



Dear Customer,

We are living in an unprecedented time and the COVID-19 situation is clearly putting severe pressure on businesses across the country. Here at Burt's Snacks we are committed to working through this, together, in the most responsible and compassionate way we can. The challenges we all face are changing on a daily basis, but we wanted to let you know how we're responding.

The health and safety of our employees, customers and those that consume our products is our top priority. We are doing everything we can to reduce risks of COVID-19 and continue to implement strict hygiene policies, as well as following guidance provided by Public Health England. Burt's Snacks has always had strict procedures regarding the cleanliness of our sites, but these have been made even more rigorous over the last few weeks. All production staff are required to wear full protective clothing, including hair nets and masks wherever necessary, frequently wash their hands for 20 seconds or more and use hand sanitiser gel before entering the factory floor. In addition to this, we continue to regularly clean and disinfect using "sanisafe" sheets across all surfaces in office areas, including desks and door handles.

We recognise the pressures that the retail and hospitality industries are under at present and our customer support network remains available at all times, while your account manager will be in regular contact to ensure you are getting the support you require.

We have robust continuity plans in place and we will be working around the clock, from our Plymouth and Leicester sites, to ensure we can support you and continue supplying our great-tasting snacks for your customers to enjoy, throughout this challenging time. Our production is still buoyant and as a multi-site snacks producer, we can turn on additional capacity very quickly, should the need arise.

These are exceptional times but we're here for you and we'll work to support each other through this and keep you updated.

www.burtssnacks.com



Burt's Snacks Limited, The Klamp House, Belliver Way, Roborough, Plymouth, Devon, PL6 7BP

W: www.burtssnacks.com **T:** 0800 023 7404 **E:** hello@burtssnacks.com

V.A.T. Reg. No: 692 7951 80 Registered in England No. 02665660

Registered Office: The Klamp House, Belliver Way, Roborough, Plymouth, PL6 7BP



Yours sincerely,

Simon Knight
Sales & Marketing Director

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