

**20 March 2020**

Dear Customers,

Here at Waterlogic the health, wellbeing and safety of our customers and our people remains our top priority. With the news dominated by the current COVID-19 situation we want to let you know we are doing everything in our power to ensure the wellbeing of our customers.

Waterlogic has very high hygiene standards and rigorous food handling procedures. Considering the current situation, our water cooler technicians and delivery drivers who visit your sites are following the guidance and protocols from Public Health England.

**As our team do visit many sites here are some of the additional measures we are taking:**

- Avoiding physical contact with customer staff, including hand shaking or sharing items such as pens or tools.
- To support the above, our team are now not required to obtain customer signatures. We will take the customer's name and will be noted, stating COVID-19 as a reason a signature was not obtained.
- Maintain at least 1 metre proximity from customer staff.
- Latex gloves will be worn by technicians for the duration of the site visit.
- All vehicles are equipped with hand sanitiser which is used before and after each site visit.

**We also wanted to reassure you that we are managing our supply chain to ensure you remain unaffected by the situation:**

- We produce our own bottled water in Warwickshire and Lanarkshire. We are planning to increase capacity at our warehouses and service centres. To ensure our customers can order the stock they need, we are waiving water delivery charges until further notice.

Please rest assured we will continue to monitor the situation closely and ensure we follow the guidelines/updates published by Public Health England and World Health Organisation.



Everyone at Waterlogic is working extremely hard to ensure we continue to provide you with the level of service and quality you expect from us during these challenging times.

Best Wishes,

Waterlogic UK