

Coronavirus (COVID-19) Notice

We are still very much open for business. Despite the challenges faced as a result of the pandemic, our business has adapted quickly and continued to trade without interruption.

We deal with a good number of care homes throughout the South West and our priority has been those customers in the care industry. We will continue to allocate stock which is in high demand to these customers, while maintaining their contract pricing.

As part of our ongoing efforts to follow government regulations and maintain both staff and customer safety, we have made changes to the way that we work, including the ordering and delivery processes:

- Our offices are no longer accessible for walk-in customers or members of the public but we can process your order for collection if required. Orders can still be placed by calling our sales team, though our website or the Coldweb App.
- We are taking meetings with customers and suppliers over Zoom or Microsoft Teams rather than face to face appointments.
- Our staff are receiving regular lateral flow testing and we have procedures in place for our colleagues that need to self-isolate or suffer from symptoms.
- All of our drivers are provided with PPE and delivery vehicles and baskets are sanitised daily.
- Delivery days and routes remain unchanged, however at this time we can only offer delivery to customers doorsteps as opposed to our usual service.

We would like to thank all our customers as well as the majority of our suppliers for their ongoing support. We are doing everything we can to maintain our high levels of service during these difficult times while keeping the health & safety of our staff, families, customers and their residents our absolute priority.

This notice will be updated regularly.