

## EWI Store COVID-19 Update (March 23<sup>rd</sup>)

**This letter has been written to provide you with our business update following the impact of the Coronavirus (COVID-19).**

Dear Customer,

We have taken into consideration the Government's advice and taking all necessary measures to protect the safety and security of our staff, customers and the wider public.

The current health epidemic has impacted most British businesses and has had a significant downward effect on the Construction Industry that we operate in. Many of the building sites across the country have shut and a significant number are closing down on a daily basis. As a result of this downturn in activity we are scaling our operation down significantly, whilst maintaining key operations to support our existing customers.

Here is a list of measures that we have implemented, following the Government's advice:

- Deliveries direct to all remaining sites to carry on as usual – although we endeavour to avoid direct contact by taking names rather than asking for signatures.
- A limited number of Warehouse staff to remain to support our ongoing customer orders, with social distancing measures imposed in our Chessington branch.
- Customers can still use the Chessington branch to collect, but they must produce full order paperwork and wait outside the branch to be dealt with by our Customer Service staff.
- Our sales team has been gradually furloughed over the course of the month of March, and from April 1<sup>st</sup>, only our Customer Service staff will be in operation to support existing customers.
- Our Trade Counter was closed to the public from Friday 5pm, 20<sup>th</sup> March.
- Administration and other back office staff have been furloughed over the course of the month of March.
- One-to-one meetings have been cancelled.
- Any other planned visits to customers have been postponed.

We are doing absolutely everything to keep everyone safe and to protect the public during this national emergency. However, we are also committed in supporting the customers that are carrying on with their ongoing projects.

Our stock for products is very good, with good levels of supply across the range. Our tinting and range of colours on finishes is still in full operation.

### London Branch

Unit 1, Kingston Business Centre, Chessington, Surrey, KT9 1DQ  
☎ 0203 3974067

### Aylesbury Branch

Unit 22, Faraday Road, Bicester Road Industrial Estate,  
Aylesbury, HP19 8RY

### Opening Hours

Mon – Fri: 8am – 5:30pm  
Sat: 8am – 12pm



**CHECK OUT OUR FREE ONLINE CALCULATOR**

[www.ewistore.co.uk/calculator](http://www.ewistore.co.uk/calculator)

Should you need a quotation, feel free to use our online calculator or call us on 0203 397 4067, and our Customer Services team will be on hand to help you. Or send us an email to [info@ewistore.co.uk](mailto:info@ewistore.co.uk).

We hope to maintain our high level of customer service during these times and appreciate your understanding and patience.

Should the Government advice change in the meantime we stand here to fully co-operate with any changes advised and hope to let you know the impacts as soon as possible.

Thank you once again for your ongoing understanding and support.

From the Directors of EWI Store Ltd.

**EWI STORE**

**Insulation & Render Specialists**

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