



Whitby Seafoods Coronavirus Customer Statement

3rd March 2020

Whitby Seafoods understand that our customers have an interest in the controls and contingencies we have in place to maintain our high quality service levels given the current status of the COVID-19 outbreak.

Our detailed and dynamic mitigation plans consider all the latest government guidance for precautions to be implemented for our employees and risks posed by our interaction with other countries.

We have regular dialogues with our suppliers and have included mitigation measures within these. We therefore have provisions in place to ensure continuity of supply into our operations. As the majority of our suppliers are UK based this gives us the opportunity to respond quickly should the need arise.

Internally, our Health and Safety team are checking for updates daily from government websites and taking action in line with these recommendations to ensure we are acting on the latest available information to make sure our operations are in the best position to protect our workforce.

In the event of a confirmed case of COVID-19, or upon recommendation from official sources, our crisis management team will form and take the appropriate actions to mitigate risk to public health. We have already identified a number of actions we will implement subject to the different scenarios that might play out.

These actions include the option to place our office staff away from the workplace with full access to our IT systems to ensure orders can still be processed and your queries answered. We also have a range of options available to us to ensure for our factories remain operational.

Our leadership team are committed to communicate openly, honestly and in a timely manner should a change in the UK landscape impact our detailed plans for continuity of supply.

Our business leaders are reviewing all official information and guidance regularly and updating our plans in a dynamic fashion to ensure the safety of our people, the public, and service to our customers. We firmly believe that we are in a strong position to mitigate any significant service risk to you. We are happy to help any of our customers should they require assistance in continuity of supply.

Barry Harland

Head of Responsible Business