



Ninjadry

TO ALL NINJADRY CUSTOMERS - A STATEMENT FROM OUR MANAGING DIRECTOR ON THE COVID-19 PANDEMIC

17 MARCH 2020

Like other responsible businesses, we want to let you know about our response to Covid-19 and how it may affect our services.

We are being guided by national and local authorities, and advice from industry bodies. On this basis, for the moment we remain open and we continue to trade.

We are of course taking extra precautions at our processing unit, in accordance with official guidance, and the health and well being of our staff and customers is our top priority.

Our drivers are the point of human contact with our customers. We want to ensure your safety, as well as theirs. To do this, we are introducing the following measures today:

🎯 We are asking customers who are self-isolating or who have been infected not to place any orders until it is safe to do so in accordance with official guidance.

🎯 For all collections, please ensure your ordered is fully bagged, closed, and ready to go when your driver arrives.

🎯 If possible, please leave your bag out for collection on your door step. If that's not possible, please place your bag on the ground, rather than handing it direct to your driver.

🎯 For deliveries, if there is a convenient place to leave your order, for example in your car, please let us know in advance of delivery. You can just reply to this email, or any email we send you.

🎯 Our drivers will not be able to come into your home, so please do not ask them to do this.

We appreciate that it may be stating the obvious at this stage, but please make sure you wash and dry your hands thoroughly before and after your collection or delivery. Our drivers will be gloved and applying hand sanitiser frequently on their routes.

We hope that this makes sense, but if you have any questions please just ask. This is going to be a very difficult period for everyone, not least small businesses like ours. But it is our collective responsibility to do what we can to minimise the impact of this disease.

It may be the case that Ninjadry and other delivery companies have a greater part to play if physical outlets have to close. Whatever happens, we will do everything within our power to help our customers and our staff to get through this together.

We will update you again in due course. In the meantime, stay safe and take care.

Best wishes
Louise
Managing Director

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