

# *Designer* **Contracts**

## **Announcement to customers**

As a result of the current pandemic, as of March 25<sup>th</sup> 2020, Designer Contracts Ltd will operate on a significantly reduced work force. Most employees of Designer Contracts will be on furlough by the close of business on Friday 27<sup>th</sup> March 2020.

To maintain essential communication and administrative matters via email and phone, some senior management and key operational staff within each of our 15 regions, Show Home and Design Department, Head Office and our Central Distribution Facility will remain within the business and will be working full time. These people will mostly work from home. This will mean that we can continue to respond and support both our customers and suppliers where we are able to and we will ensure that payments are made to everyone on time. We will have limited resources to complete new installations but we will attempt to where required, please contact the relevant region to discuss any outstanding requirements.

We have put complete halt on visits to occupied properties except in extreme emergencies and with the prior approval of our H&S department.

Our Credit Control department at Head Office will remain fully operational but will be based from home shortly. In the unlikely event that there are invoice queries, can you please email them immediately so that we can get these resolved in order that you are able to make the payment. Please email our credit control team on [CreditControl@DesignerContracts.com](mailto:CreditControl@DesignerContracts.com)

In the unlikely event that you are unable to get a satisfactory response from your normal regional contact, your escalation point would be one of our divisional directors –

Divisional Director for the North – Lee Hassett  
[Lee.Hassett@DesignerContracts.com](mailto:Lee.Hassett@DesignerContracts.com) 07936 339687

Divisional Director for the South – Gary Tynan  
[Gary.Tynan@DesignerContracts.com](mailto:Gary.Tynan@DesignerContracts.com) 07713 308169

We really hope that the measures being taken will mean that we can get back to normality as soon as possible.

We have had a phased and planned shutdown so that when we can re-start, we can re-start quickly and in an organised manner. Our £2m worth of stock currently held at our Central Distribution Facility will allow us a speedy return to normal trading.

As ever, our priority remains the health, well-being and long term security of our staff, so we thank you for your understanding of the above during these unprecedented times. For those staff still working full time, we will be enforcing social distancing of 2m at all times, we will not override this in any circumstance.

We wish you and your businesses well throughout this very challenging time and look forward to business as usual as soon as we all possibly can.

Peter Kelsey  
Managing Director