

18th March 2020

Dear Valued Customer

In light of the uncertain times that we are facing with the outbreak of COVID-19 (Coronavirus), we wanted to write to you directly to keep you informed of the current position at Kara Foodservice and the steps that we have taken.

Kara is part of Finsbury Food Group, who together play an important role in keeping the nation fed. At this time, however, our priority is the safety of our staff and of that of our customers. We will continue to operate safely, to ensure customers have products they need, whilst retaining responsibility & working in line with government guidance.

Stock Position

At present, the stock of our foodservice products are at normal levels. Any changes to this will be communicated if required as soon as possible.

Availability of Ingredients & Supply

At present, we have no issues with the availability of ingredients, enabling us to continue to satisfy demand. As this is an ever-changing world, should any issues arise, we will continue to update you regularly.

People

We are in a good position in terms of labour availability and non-reliance upon agency staff.

How our Commercial & Field Sales Teams are working

As much as we love coming to see customers and appreciate the time that you give to us, we recognise, in the short term, this is not possible. To avoid unnecessary person-to-person contact, we are arranging meetings to be held over the phone as well as conference / video calls.

We would like to reassure you that if we have to close our physical Customer Service Office, contingency plans are already in place to ensure that we are contactable and that our delivery service will continue. We would be grateful if for any reason you are unable to accept deliveries, you could inform us at your earliest convenience.

Ongoing Business Contingency

This is a challenging time which is changing on a daily basis. As such, Finsbury Food Group's Senior Team are meeting daily to ensure we continue to operate effectively & satisfy customer demand whilst operating responsibly & safely.

Important Contact Information:

Customer Care: 0161 351 2399

Email: customercaregroup@karafs.co.uk

For updates, please also keep an eye on our social media channels (@karafsbakery)

We will of course continue to keep you updated but should you require further information, please do not hesitate to get in touch.

With best wishes,

Jane Olney
Commercial Director