

Flint Hire & Supply Ltd.
Unit 9 Deptford Trading Estate
Blackhorse Road, London, SE8 5HY
020 7703 9786
sales@flints.co.uk
www.flints.co.uk

25th March 2020

Further to our previous statement, and in light of the ongoing changes to UK Government advice, we have made the decision to close our trade counter with immediate effect. As a result we will not be trading at all on Saturdays until further notice. However, our online shop remains open and operational, and we intend to keep this going as long as the Government's advice remains as it is and our couriers are operational - and so far, so good.

We will still allow collections from our Deptford Warehouse, however there will be no facility to take orders or process payments in person, nor will a waiting area be provided, so all orders must be pre-arranged with our customer services team - you can reach them through all the normal channels.

We appreciate that many of you are no longer at work, so today we are launching our 'Backstage Flints' project. It's our way of supporting you during this time - we've got lots of exciting things planned to keep you busy with making and engaged with the theatre industry. We'll be bringing you video tutorials full of fun ideas and projects for you to make at home, either with kids, or just for yourself. Make sure you check out our social media channels - [YouTube](#), [Instagram](#), [Facebook](#) and [Twitter](#), and get involved!

To protect our staff, we have moved all those who can work from home out of the building. We are also changing our warehouse shifts to limit the number of staff we have working together, reduce interactions, and keep social distancing as advised by the UK Government.

We will of course continue to monitor the situation closely, and keep you updated. We're wishing you all the best through this difficult time and look forward to continuing to serve you.

Best regards,

Ben and the team at Flints



Ben Lyle
Managing Director
Flint Hire & Supply Ltd

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17th March 2020

In light of the ongoing COVID-19 situation globally, we would like to reassure our customers that Flints' plan is to continue to operate all services as normal, taking into account government and NHS advice and guidance. We appreciate that this is likely to be a difficult time for many of our customers, and we want you to know you can rely on us to deliver as expected.

We have already implemented enhanced hygiene procedures throughout our offices and warehouse and are currently working towards getting as many staff as possible to a position of working remotely. This includes our customer services team. Their set-ups have all been tested and we're confident we can offer a seamless service. You'll be happy to hear we have no confirmed cases of COVID-19 amongst our staff, or any links to confirmed cases, but we still want to ensure we're protecting our staff as much as possible and limiting exposure.

For obvious reasons (we're not yet at Amazon levels of automation!) we are unable to operate the warehouse remotely, so we are taking the necessary steps to reduce our warehouse and trade counter staff's contact with other parties, without compromising the level of service we can offer or product availability. We have put in contingency plans in place to ensure the business will run as normal as possible throughout this difficult period.

Regarding product availability, our contingency planning and reserves made in the build up to Brexit, have stood us in good stead, as we have higher stock levels of key lines than before, and we're confident we'll be able to fulfil orders as usual. We will continue to use a range of couriers to ensure we have various delivery options available.

We will of course continue to monitor the situation closely, and keep you updated. We're wishing you all the best through this difficult time and look forward to continuing to serve you.

Best regards,

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