

## Coronavirus, COVID-19 Statement

We are continually assessing the business impact that the global Coronavirus, COVID-19 is having on YPO. The health, wellbeing, and safety of our employees are paramount, and we are preparing and acting accordingly in line with the latest national guidance. Some measures we have already taken include home working and ensuring only essential key workers are on site. For the minimal number of staff which remain on site, we have made adjustments to shift patterns to limit contact between staff. You can view our COVID-19 risk assessment that we're following to ensure our colleagues are safe [here](#).

We will continue to monitor the situation closely to minimise the potential risks this may have for our employees.

Ensuring we can continue to deliver our customers with the services and products they need remains a top priority. We're pleased to say that we have now reopened our full range of products to all customers, including our private customers. We are, however, only providing Coronavirus products such as PPE to the public sector and all education settings. Private customers will not be able to purchase these items unless of course, you are a nursery or other education provider.

Your safety is a priority to us and as the case of Coronavirus, COVID-19 increases, we have introduced contact-free delivery. Limiting contact when delivering orders will help to try to keep you and the school children safe and healthy.

We're working with our YPO own fleet and third-party logistic partners to ask them to take direction from you as a customer as to where they should leave your delivery. We will also verbally request your customer details to self-populate the signature sheet. Please bear in mind, our delivery times may be slightly longer than standard, and we ask that you allow for 5-7 working days when placing your orders, depending on the volume of orders our delivery time may change. Next day delivery on all orders is unavailable during this time. We apologise for any inconvenience caused and we will keep you updated on any changes to our delivery service.

YPO continually works with our supply chain to manage any potential impacts on our operations. We are also regularly communicating with our third-party logistic partners. As soon as any situation changes, we will update our customers as necessary.

We have plans in place to coordinate our efforts during outbreaks like COVID-19, Coronavirus and these will be activated in line with the national and international situation.