

# MENZIES DISTRIBUTION

## OUR BUSINESS & COVID-19

### Information for retailers

Question	Response
What is the procedure for closing on a temporary basis?	<p>Please call our Customer Service Centre or email <a href="mailto:enquiries.headoffice@menziesdistribuion.com">enquiries.headoffice@menziesdistribuion.com</a> confirming the undernoted:</p> <ul style="list-style-type: none"> <li>- Date effective from and re-opening date</li> <li>- How returns will be made available</li> <li>- Volume of returns requiring collection</li> </ul> <p>We will process your suspension as soon as possible and arrange the collection of returns.</p>
What is the procedure if I cannot get access to my store for several weeks?	<p>Please call our Customer Service Centre who will review each case on an individual basis and discuss options to secure return credits.</p>
What happens if I cannot contact the Customer Service Centre?	<p>The Customer Service Centre will initiate their contingency plan which covers several different scenarios. In an extreme case when no voice contact is possible all customers would be encouraged to use our website <a href="http://www.i-menzies.com">www.i-menzies.com</a> where you can carry out all your transactions online. In the event of any escalated issues, customers can email their enquiries to <a href="mailto:enquiries.headoffice@menziesdistribuion.com">enquiries.headoffice@menziesdistribuion.com</a></p>
I cannot get through on the phone. How do I make a payment?	<p>Please send an email to: <a href="mailto:independents@menziesdistribution.com">independents@menziesdistribution.com</a> stating your customer number and telephone number and one of the team will contact you.</p>
I have many HND customers who are self-isolating and cannot pay their account. Will Menzies make allowances for this	<p>Please contact the Customer Service Centre who will review each case on an individual basis.</p>

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<p>Will my Carriage Service Charge and additional levies be cancelled if I need to suspend my account?</p>	<p>Yes, if your account is temporarily suspended then no CSC will be charged to your account. Where your account closes part-way through a week, a pro – rata value will be applied.</p>
<p>Will my deliveries be affected?</p>	<p>We will make every effort to deliver newspapers and magazines to your store in line with guidance from the Government.</p>
<p>Will my newspaper and magazine supplies be affected?</p>	<p>Menzies Distribution are working collaboratively with all supply chain partners to minimise disruption of supplies to our customers.</p> <p>Publishers will be reviewing supply levels on-going in light of the potential COVID – 19 impacts.</p> <p>Contingency plans are in place and under constant review to allow us to continue to service our customers during these unprecedented times.</p>
<p>How will you notify me of any developments?</p>	<p>We will keep customers notified via Headlines, i-Menzies, email and telephone updates.</p>
<p>If I must close my Store temporarily and return all my stock, will Menzies stockpile magazines when I notify them of my re-opening date?</p>	<p>Please contact our Customer Service Centre in advance of when you plan to re-open and we will make every effort to supply you with the required quantity of magazines.</p>
<p>Can I help the driver unload my delivery?</p>	<p>Although we appreciate the help in usual circumstances. In these unprecedented times we would prefer if customers could refrain from helping to maintain social distancing guidelines.</p>

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<p>Are Menzies Distribution staff classified as 'Key Workers'?</p>	<p>Menzies Distribution and all its employees, contractors, sub-contractors and agency workers are regarded as having 'Key Worker status'</p> <p>As part of their advice, the government has issued guidelines on the definition of 'Key Worker status' stating that such workers can continue to perform their normal duties.</p> <p>There are three Key Worker categories Menzies Distribution fits:</p> <ol style="list-style-type: none"><li>1. Key public services</li><li>2. Transport</li><li>3. Food and other necessary goods</li></ol>
<p>Can Menzies Distribution staff travel to work to perform their normal duties?</p>	<p>Yes, so long as they are not required to self isolate or they cannot work from home.</p> <p>This is as a result of Key Worker status, and consistent with our Prime Minister's directive.</p>

The situation with COVID-19 is extremely dynamic and we will continue to review how we manage possible changes to your business with empathy and urgency.