

Dear All,

27 May 2020

Firstly I hope you are all keeping safe and well.

I just wanted to update you on what's happening with us regarding school uniform, both now and for back to school period.

Undoubtedly it's very unusual times, so we're having to adapt to the restrictions imposed upon us and act accordingly for the safety of our staff and customers.

Due to the number of schools we deal with and the amount of people we get through the door during the back to school period, it would be impossible for us to open to the public and be able to remain safe.

Social distancing would be a major issue, queues would be horrendous, we would have to drastically reduce our staff to meet restrictions, changing rooms would be out of bounds, customers wouldn't be able to try garments on and the risk of contamination would be very high.

In accordance with regulations, we are in the process of having a professional COVID risk assessment completed, which should be in place by the end of the week, which will then allow me to have some staff returning next week.

The situation going forward is that we will remain ONLINE ONLY for the whole of the back to school period. This enables us to adhere to the rules and regulations and also to work a shift pattern if necessary to protect and also get the most out of the staff.

Obviously this is not ideal, but circumstances dictate and we would very much like each school to **strongly** advise parents/carers to shop very early and get their order on our system.

History tells us that a high percentage of people leave things to literally the last minute, which if they do that this year, it'll go terribly wrong for them!

Another factor to take into account, is that any returned items need to be isolated on our premises for 72hrs before we can handle them, so it won't be possible to simply pop a garment back and swap it for a different size. Everything has got to follow a process and be structured.

At the moment most of the orders being placed are for home delivery, but from June 15th we will be offering a click and collect service where a customer will book a slot to come and collect their order.

With giving people a lot of notice to shop early, we hope that many will, but we also have to take into account peoples financial situations too. One of the things we have introduced is a feature from paypal where they can spread the cost if the order is £100 or over. This won't suit everyone, as some will simply not have the money or their orders will not meet the set paypal value, so I would appreciate if you could get back to me on your schools policy for hardship cases.

As a gesture of goodwill during the current times, we haven't passed on suppliers trade price increases to our retail prices.

I hope all of the above meets your approval, but please give me a call with any specific questions and/or concerns that you have

Kind regards

Mark Penn