## Example: Customer Communication when Plant Running During Crisis

Our priority remains to service your needs through and beyond this current situation. Our crisis contact list can be found at the end of this message and we ask you to reciprocate with a similar, updated list for us.

Our plant is running at full capacity and we have no known disease outbreak. We are monitoring staff (temperature) and have anti-infection measures in-place now (copy attached).

You will be concerned about our supply-chain. We have commenced a process of contacting all our suppliers of parts/components necessary to produce your product(s). We have an X day supply guarantee with your company. There may be opportunities to over-stock should you wish to commit to that and amend your purchase-contract with us accordingly. In this case, do please contact Rita in Customer Services (and her back-up is John; see crisis contact list, later).

It will be helpful to maintain a two-way channel, so that imminent changes by you are known quickly. Your contact for this is Michael in Customer Services (and his back up is Arun; see crisis contact list, below). For our part, we undertake to alert you should our continuous monitoring or our supply-chain could put your X day supply at risk.

For any questions about our strategic and operational situation, do please contact the undersigned at any point.