

Dear Customer,

On behalf of all at J Grennan & Sons, we are truly sorry for any inconvenience the Covid-19 crisis may be causing you and your family.

The safety and the well-being of our customers and all our employees is our main priority, and we are following the state authorities' guidelines to minimise any health risk to our employees and our customers. That said we expect that this virus is almost certain to cause staffing issues for us and ask for your cooperation and to remember we will be doing our very best to provide our normal quality of service in our busiest period.

In order to help us to maintain the quality of service we would remind customers that we are regarded as an "essential service" and will continue to operate in the event of a lockdown so there is no need for panic buying, however to take the pressure off our delivery system we ask customers to increase order size so as to reduce frequency of deliveries. As well as helping us this could save you up to €10 per ton.

We also kindly ask that in areas where we have specified delivery days all orders be in at latest by 1pm the day before to guarantee delivery. The more advanced notice we have (ideally 3 to 4 working days) the more efficient we can be.

The following are the guidelines to keep everyone as safe as possible and to minimise all personal contact.

Collection of products:

- Sanitizers are available on the way in at all our premises and we would ask that you would use them
- When attending our premises be aware of no personal contact and stand at least 2 to 3 meters apart, respect other customers and only touch what you are taking with you
- Our rules on dockets are being relaxed and we will not be sending you any post while this crisis continues, all your account details are available to you on line at <https://grennans.ie/accounts/>. Please ring us if you have any difficulty logging in, also send your email address to sales@grennans.ie to receive your correspondence from us

Delivery of products:

- Lorry drivers are to have minimal interaction with customers and to avoid any close contact and respect the minimal 2 to 3 meters which have been advised
- Proof of delivery will/could be by photograph taken by the lorry drivers on their phones
- Delivery dockets will be available on request only from drivers

Representatives:

- Our reps are working via their phone but if you request a visit, we suggest you try and solve your problem over the phone first and if not the following is the procedure for calling to you
- The rep will make an appointment to meet you. This will only be in exceptional circumstances
- The rep will meet you in your yard outside and avoid any close contact standing at least two to three meters apart
- If it is a crop inspection our rep will go to the dedicated field and then contact you with his/her recommendations

We do not need to highlight how serious this virus is, so please be safe, this is one time when common sense is absolutely required.

Thank you for your custom and cooperation in this, it is greatly valued and appreciated. Remember our help is only a phone call away.

Kind regards,
John Grennan.