



Given the unprecedented situation regarding Covid-19 in the UK, Ireland and rest of the world; we wanted to keep you updated with the steps we at Tchibo Coffee International are taking to ensure we can continue with our customer support, regular supply of products and coffee machine maintenance. In particular, the hospitality sector is experiencing one of the most challenging periods of a generation and we believe suppliers and customers across the industry must work together more than ever.

We are continuing to follow official guidance from the government and health authorities. Continued support to our customers and the well-being of employees is a priority for our business and we will continue to keep you informed as new developments arise.

We're here to help your business:

From Tuesday 17th March our Contact Centre will work from home to ensure we minimise the risk to our employees. This means our Customer Service, Accounts department, Technical support and Sales teams will be on hand to answer your calls. Your dedicated Account Manager will be continuing to visit face to face and travel by their car only.

Keeping your coffee machine operational:

Our field service engineers will continue to support and we're currently experiencing no impact to our response times. If this changes, we'll be sure to update you.

Continuing our supply chain:

We hold sufficient products and machine parts in our UK warehouse to support ongoing business. Our warehouse operatives continue to work, and we've strengthened our hygiene procedures in this area to minimise the spread of Covid-19. Including:

- increased reminders to wash hands thoroughly and frequently
- cleaning contact points within the warehouse i.e. phones, printers
- excluding entry to the warehouse from any other colleague or supply chain partner





How we'll keep you informed:

If there are any further developments or changes to our support or services, we will ensure our website is updated and communication shared via email and our support teams.

If you have any questions or concerns, please contact our Customer Services team on 01372 736 200.

Alternatively, for more information on ways you can reduce the spread of Covid-19 follow the government advice [here](#).

Thank you

Tchibo Coffee International



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