

24 March 2020

Dear Customer

Covid 19 Update – Deli Spices and Mane (hereinafter referred to as “the Group”)

In the context of the Covid 19 lockdown to be implemented for 21 days on the 27 March 2020, we would like to update you on our plans to keep our customers supplied with stock during this period.

Production

Our facilities in Cape Town are operating normally, and we are particularly grateful to the willingness and commitment of our staff to keep the flow of production going.

We have taken proactive measures to protect our employees against the virus and are following Global and National Guidelines.

Furthermore, as the Group is considered a “essential food service” in terms of the Covid 19 guidelines, we plan to operate as normal in order to support the supply of food and drink to the various industries.

Raw material availability

There are no immediate raw material availability issues and where they may arise, measures have been put in place for alternative supply.

Supply Chain

Our supply chain from the Factory through to our Branches and Agents is operating as normal. This distribution network forms part of our “essential food service” chain and will similarly be operating to support food and drink supply.

While stock levels in our supply chain are satisfactory, we urge you to regularly liaise with your Sales Representative or Tele-seller to communicate your ingredient/product needs, particularly if your buying patterns are going to change. This will assist our production forecasting and planning and make it possible for us to supply you reliably.

For those customers outside of South Africa, please monitor your local Covid 19 developments, your stock requirements versus lead times, your logistics service provider and your border controls.

Summary

In summary, the Group has put in place proactive planning to ensure ongoing supply of products to our customers. These plans are reviewed at the highest level daily and where necessary we adjust them with speed. The situation with Covid 19 is escalating and we will take all reasonable measures to mitigate risks in the interests of our Employees, Customers and Country.

Good luck with your own planning and do not hesitate to contact us if you need any assistance whatsoever.
Yours faithfully,

Robin Haller
Chief Executive Officer