



20 March 2020

## MESSAGE FROM STEVE JOHNSON TO ALL N BROWN CUSTOMERS

A message to our Community & Customers,

It's a complicated time, and things are changing quickly, but as members of our community we wanted to take a minute of your time to keep you informed about the measures we are taking in response to the spread of covid-19.

At this time, it's vital that we all look out for each other and help in any way we can while ensuring we keep ourselves safe. As a business we know this will be a challenging time and we will do everything we can to ensure our customer and colleagues are cared for in as many ways as possible.

Across the N Brown Group community we have people working in offices, warehouses and distribution centres, and to keep our people safe, we have increased all possible precautionary measures throughout the business, including moving to more flexible working arrangements in line with the government's guidelines.

We recognize the importance of social distancing and the role this plays in keeping our colleagues and our customers healthy and safe. We are encouraging colleagues to work from home where possible and, consistent with the government guidance, we will be cancelling/postponing customer events for the foreseeable future. While we will miss the chance to talk to you in person, we hope you will continue to engage with us through social media where we will be working hard to continue inspiring, entertaining and informing you over the coming weeks. As ever, you can find us at [nbrown.co.uk](http://nbrown.co.uk) and on all the usual social media channels.

Currently we are not facing interruptions to our service and delivery. All orders are handled through our customer experience team and they are responding to all your questions as usual and our financial services colleagues remain available for anyone who has questions about their account. Our warehouse is sending your parcels as normal, and we have a range of delivery options available at check-out including options such as **'delivery to a safe place'** that allow you to receive your parcel, outside your door or just outside your residence, with zero person-to-person contact.

If you need to talk to us about anything, please give us a call for a chat and we will do our best to help.

We will continue to stay close to the situation and will keep you posted as things change.

We hope you are all well, staying safe and taking care of each other.

Thank you for being a loyal customer and a valued member of the N Brown community.

Steve Johnson  
CEO  
N Brown Group