

22nd June 2020

School Uniform Co-ordinator
Summerlea Community Primary School
Windsor Drive
Rustington
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BN16 3SW

Dear School Uniform Co-ordinator

Important Update Uniform Supply for Back to School

With the ongoing disruption to the supply chain for school wear and many suppliers to the school wear industry only just reopening after several weeks of closure we wanted to update you on our position with stock and how we will be processing orders for the back to school period.

In the same way that schools are adapting to the new normal and operating in a very different way, it is the same for our business. It's important that we discuss delivery expectations and ask for your help so we can achieve the best service given the current constraints during this unusual and uncertain back to school period.

When to Order – this is where we need your help!

As well as the disruption with the supply chain, we also have one of the earliest back to school dates for some time, adding extra pressure for delivery.

- **Please let your parents know that they should order in July to help us deliver their uniform for back to school before 1st September.**
- For orders placed in August, whilst we will be working hard to deliver these before the start of the new term, we process orders strictly in date order. We have lost nearly 3 months of preparation time in the lead up to the back to school peak period. With the impact of both social distancing measures and this lost time, we expect delays with later orders.

Stock of Uniform

A small team has been working through the lockdown period to manage stock deliveries. We currently have significant stocks of blank and logoed clothing.

- Our stock of sweatshirts, polo shirts and t- shirts arrived last week ready for your school logos to be applied when ordered.
- Blazers are on their way with delivery expected in the next 2 weeks. The majority of these are available for immediate dispatch when ordered
- Due to factory closures special sportswear will not arrive until September. However, for the majority of schools, stocks are available either in our warehouse or with our UK distributors.

Website Availability Information

We are updating our system to better manage the supply chain disruption we are experiencing, and provide improved availability information to customers at the point of ordering. We are working hard with our IT team to have this in place by the end of June, ensuring more uniform is available to order and with more accurate delivery information.

Warehouse Operations

Our warehouse staff are back at work, however with social distancing measures and one way systems in place we simply do not have the same capacity to process orders as before. We anticipate orders taking 3-4 weeks to process (once stock has arrived) as we consolidate more orders to increase efficiency and throughput in embroidery.

We trust you understand we are working in an environment where there is significant uncertainty as to when students will return to school, and how many will return over what time frame. We are also concerned as to the impact of any further lockdowns should the coronavirus pandemic peak again. We are doing our best to manage your school uniform requirements, whilst managing risks to our staff and business.

If you would like to discuss how this affects your school please email us at sales@yourschooluniform.com with a contact number and we will call you back to talk through any issues relating to your school uniform.



Andy Utting and Carolyn Budding
Directors