

It's been a challenging month for business across the country as a result of the Covid-19 pandemic and we would like to take this opportunity to update our customers' on our response.

Firstly, thank you all for continuing to support our locally owned and operated business. We thrive on meeting our customers' changing needs on a daily basis. We are pleased to say that we are still operating as close to normal, given increased demand for a range of items.

Product supply:

With a little foresight, we have been able to utilise our supply chains and that has helped us fill orders during this health crisis.

We are, however, receiving longer ETA's on a range of stock items including:

- Cleaning products such as disinfectant & sanitising sprays
- Respirators and disposable gloves
- Hand sanitisers and wipes
- Toilet paper

Moving forward, we will be taking further measures to ration high demand products in an attempt to meet our regular customer requirements. Please bear with us as we work to distribute these items as fairly as possible.

Safety measures:

We have taken precautionary measures internally to protect our staff. These measures include, introducing split shifts, increasing PPE and regular sanitising procedures. We have also moved to contactless receivables and deliveries, and have segregated our office and warehouse staff. Our staff and customers' safety is paramount moving forward and we will continue to review and adapt our procedures as required.

Efficient ordering:

Our sales team are experiencing an unprecedented volume of phone calls and we are working hard to service these enquiries as quickly as possible. We ask during this time, if suitable, to email orders and enquiries to sales@bakfar.com.au so we can respond as efficiently as possible.

Now is also a good time to make use of our website for orders. It has a wide range of products and we are adding more daily.

Please be assured we are here for you in these difficult times and we will be doing our best to maintain supply, working closely with our expansive network of suppliers.

Thank you again for your continued support and we will endeavour to keep you updated moving forward.

Take care

Dean, Jason, Angela and the Baker & Farrow team.