## Example: Customer Communication when Plant is Closing

Due to X., our plant will close on X DATE. All fulfilled orders before 3pm will dispatch before we lock-down the site. Our crisis contact list can be found at the end of this message and we ask you to reciprocate with a similar, updated list for us.

We are working already to ensure our goods-inward and stock situation will be in place when we announce re-opening. Continuing knowledge of your situation is our highest priority in determining which date to strive for, so do please keep in regular contact.

Please be assured that we have crisis contacts with all our suppliers. We have an X day supply guarantee with your company and you may wish to upgrade this before we re-open the plant. If you want to amend your purchase-contract with us, then do please contact Rita in Customer Services (and her back-up is John; see crisis contact list, below).

It will be helpful to maintain our two-way channel, so that imminent changes by you are known quickly. Your contact for this is Michael in Customer Services (and his back up is Arun; see crisis contact list, below). For our part, we undertake to alert you should our continuous monitoring or our supply-chain could put your new supplies at risk.

For any questions about our strategic and operational situation, do please contact the undersigned at any point.