## Example: Customer Communication when Plant is Opening

Our plant will open Monday X. Limited production will start second shift Tuesday and a rolling resumption of production will continue to full product production on Thursday first shift.

Our latest 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 if you have changes.

Immediately following this message will be another, setting out our target maximum output, by day, of your regular orders. We also provide earliest delivery dates too. Please liaise with us concerning any changes or additions that you may need at your earliest convenience.

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, later). For our part, we undertake to alert you should our continuous monitoring of 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.