

Covid-19 update

To our customers

At Capitol Foods we've continued to monitor the Covid-19 situation and follow government advice. Over the last 24 hours the government has taken steps to introduce a lockdown on all unnecessary travel and we'd like to clearly outline what this means for our customers and how we will continue to support you.

If you have questions or need support

First and foremost, we're here to help you. Our Contact Centre will continue to work from home and be available to answer your questions or give advice where possible. That means our Customer Service and Accounts colleagues will be there to assist you during this time.

You can continue to call us on (028) 92 634558 (UK) / 01 8362242 (IE) and we will endeavour to answer all your calls however as the majority of our team are now working from home, please refer to the alternative numbers below if you are unable to get through to us:

07392157618 Sales
07464326113 Service
07810586659 Accounts Payable
07551978968 Accounts Receivable

Your business has closed, and you need technical guidance

Our Technical Support colleagues will also continue to work from home and be on hand to assist with guidance on how to safely switch off your coffee machine. Where possible, we will prioritise with Technical assistance over the phone only. We will run a limited Field Service response team to support customers in Healthcare and Grocery Retail and our Field Service Engineers will be given guidance on how to protect themselves and others in these environments which still support the public.

For a simple guide to switching off coffee machines, please follow the link [here](#). Alternatively, you can call the Technical Services Manager who will be happy to talk you through these steps on +44 (0)7771 608027.

If your business is still open and you need a product order

As a Foodservice business, we'll continue to support customers that require additional stock. Our Contact Centre remains open and available to answer your calls and our warehouse operatives will follow strict guidelines to ensure their health and safety is a priority. Our logistics partner will continue to deliver products, but we may experience short delays in the coming days - we'll endeavour to update you accordingly at the point of order.

What next?

We'll continue to keep in contact with you through our website, social media channels and email alerts in the coming weeks but in the meantime, we really appreciate your ongoing support and custom.

Please take care and we will get through this together.

The Capitol Foods team.