

COLLEAGUE NEWSLETTER



Management Team Update

As we now enter the extended period of lock down we're monitoring very closely the Government's updated advice to business. Further clarification has been issued on how businesses, trade and construction should operate in the lock down period, which we're following in the trial opening of some Magnet stores to serve the trade. CIE continue to supply some of their key customers and some of our major contract customers for Commodore and Rixonway have re-opened their sites, with more indicating that they will follow soon. On 6th April, the British Retail Consortium issued guidelines for social distancing for Warehouse and Distribution operations, as a result our logistics partner Wincanton will recommence home deliveries from our Darlington site w/c 4th May. This will allow us to start to deliver Magnet kitchens to homes, through operation of the new procedure. Whilst these are significant steps, we're not expecting a return to normality for some time to come, but we will continue to work with Government guidelines in respect of when and how businesses can commence operations.

Many of us will never have spent so much time in our kitchens, enhancing our skills as kitchen experts! So this is a great opportunity to develop ideas and plans to come back as an even stronger business, taking market share and generating cash to reinvest in our operations.

We'd love to have your input, so please email your ideas and cunning plans to comebackstronger@nobiauuk.com

Useful Contacts and links

HR Shared Services:

01325 745907

hrsharedservices@nobiauuk.com

Payroll

01325 744288

payroll@nobiauuk.com

Fleet

01325 744002 / 07827 307415

fleet@nobiauuk.com

[HR Self-Service Portal](#)

[Government Guidance](#)

[Retail Trust](#)

[Nobia Advantage](#)

People News

As you're aware the Government have extended the lock down for another 3 weeks. Whilst some of you currently on furlough may start to return to work before then, others will remain furloughed. Your manager will contact you if you are needed to return to work before the lock down ends; otherwise we'll update you as soon we learn more from the Government .

For those working remotely, working from home means something different for all of us. Some say they are more effective, whilst others may have multiple distractions & demands to contend with. Either way the training and development team have produced some tips and techniques for those of you working remotely to help you keep productive. Click [here](#) to visit the e-learning portal where you can find useful reads and videos to help.



Are you currently furloughed? If YES please read on as we need your help

As you know from your recent letters, we proposed to furlough the majority of our colleagues under the Government Coronavirus Job Retention Scheme (CJRS). It's because of this scheme that we've been able to continue to pay colleagues whilst the business is closed. We haven't received any objections from anyone to being furloughed, which shows we really do have a great team of people who want to do their bit to stay safe and save lives.

The Government have now insisted that for us to continue with this arrangement we need you to confirm in writing that you've agreed to receive your furlough pay whilst not working. So we need your help and are asking you to please take the following actions:

- Look out for an email that you will be receiving soon titled "Furlough & pay important information - please read"
- Follow the instructions on the email and **reply by 5pm on Thursday 23rd April 2020**
- If you change your email address please make sure you let HR Shared Services know
- If you know a colleague who isn't receiving these updates please ask them to let us know their personal email address
- Keep in touch with your colleagues and managers, as well as regularly checking your communication channels



Around the Business

Magnet

Sales generated from the "Virtual Design Service" have been very encouraging and ahead of expectation with both consumers and trade using the service.

A web based trade enquiry form has also proved popular on the Magnet Trade website. There are certainly encouraging signs that there is a demand for our products during this period of lock down and some further colleagues have been added to the virtual store team. The key is the recommencement of home deliveries; which we're expecting week commencing the 4th May. As mentioned last week we're exploring ways in which we can serve the trade and as a result 6 stores are part of a pilot re-opening; Northampton, Chingford, Willesden, Croydon, Hedge End and Bristol. These stores are operating a "Call and Collect" service; strictly by appointment only to ensure social distancing can be observed at all times. We'll once again review the operating procedures and hold discussions with the volunteer team of colleagues running these stores before making a decision on further store reopenings.

To date we've no confirmed store reopening dates from any of our customers. Discussions continue with all our customers around timings and the mutual challenges faced in restarting operations.



Benchmark have seen increased competitor activity and are exploring opening a small number of branches soon (potentially end April) but require Travis Perkins' approval. If this does materialise the earliest supply from us is unlikely to be before mid May.

Wickes continue to operate from their stores on a 'click and collect' basis only. The focus is on essential items and they're experiencing significant website activity, resulting in long waiting times. We're still seeing some sales of ready to fit kitchens (one box) from their website, albeit very low volumes. We may be required to supply top up orders, during May, to support these sales. Wickes distribution operation (HDC) remains closed whilst they explore new safe working procedures for warehouse colleagues and home deliveries.

Having initially said that they'd be closed for 3 weeks, Selco announced this week that they'll continue to be closed and haven't confirmed a reopening date. We'll continue to update you about our customers' plans and potential restart dates through this newsletter.

CIE plc

We continue to provide our unique service to our clients where they still require us right now.

Our colleagues have been working exceptionally hard during reduced hours in order to keep things moving. We are now seeing that more of our client's sites that did close are beginning to open as they work through ways to maintain safe working.

Within Nobia CKS there are some positive signals from the National Developers that they intend to resume construction towards the end of April or early May. Activity in Social Housing remains very low, restricted to emergency voids. Therefore it's likely that we will have a staged return to work in terms of both function and numbers.



Contract Kitchen Solutions

We'll be in touch shortly to let you know whether we require you to return to work (working either from home or following social distancing guidance) or remain furloughed for the time being.

Around the Business



After three weeks of full lockdown, we will partially reopen through our logistics centre on Monday 20th April. A very small (but brilliant!) team will be working to support the 20 or so construction sites (and our installers) that are still working from the cabinetry & appliance stocks we have in our warehouse. Many thanks to the team involved in keeping our customers happy!

We anticipate keeping this operation running and then adding to the team as more of our customers reopen, which does seem imminent. Our short term plan is just to run the logistics from stock; but at the end of the three week lock down we will look to reopen our factory and soon after, our office functions. The Government continue to support the construction and logistics industry in continuing working, and we will amend our working practices in transitioning to become more operational; whilst being protective of our colleagues and sub-contractors, as we move towards the end of the 2nd lock down. Thanks again to all involved in keeping the business moving forward at this time.

nobia uk Supply Chain Operations

All sites remain closed with the exception of Darlington, where we still have a small number of people working. However we're now planning how we reopen and on the 4th May we'll start operating one full shift in Darlington in order to support the trade stores that are reopening and deliver the retail kitchens that we have orders for.

In the contracts market Nobia CKS have customers who are still working, mostly private developers, so we will start delivering to them either via Magnet stores or direct from Darlington in May. Commodore also have customers who are still working and so some of our logistics team in Grays will return to work this week, and we expect to start some manufacturing again in May.

We currently expect the other sites; Dewsbury, Morley, Halifax and LS27 to reopen at the back end of May, but the situation alters daily so this could well change. The Government has published guidelines on how to deliver safely during this period and by following these we will be able to restart our home, store and site delivery networks as well. We will work closely with Wincanton, XPO and our own teams to make sure that all guidelines are followed.

As we reopen our operations the safety of everyone will be paramount and we'll be changing our ways of working to ensure that all government recommendations on social distancing are observed at all times. To do this all colleagues will need to play a part and help find new ways of working that enable all of us to stay healthy and safe at work.

Keep well and we look forward to having all our teams back and operational soon.

Useful information on Childcare Vouchers

If you're a member of our Sodexo childcare voucher scheme and temporarily don't need to make any childcare payments, you can reduce your vouchers to as little as £1 per month.



Or you can stop your vouchers completely (provided it's for no longer than 12 months) and still remain in the current scheme.

To make changes to your payroll deductions, login to the Sodexo childcare portal and click on the 'My Vouchers' icon and change your amount. The Nobia UK payroll team will then receive a notification to approve this. Any requested changes will be made in line with our payroll cut off dates, therefore may not be reflected in your upcoming childcare voucher order.

Keeping yourself safe online

More than ever fraudsters are still out there and looking to catch you out.

Phishing is a fraudulent attempt, usually made through an email or text, to steal your personal information.

Learn how to protect yourself online with this important phishing information from the Group IT Team.

If you do receive anything suspicious don't open any attachments or click on any links; just forward to **abuse@nobial.com** and then delete it.

The Nobia UK IT Helpdesk team are available to provide support and advice on this and other IT queries.

Contact them by dialing 8888 from a company landline, 01422 418888 from a mobile or email **it.helpdesk@nobial.com**

BEWARE OF PHISHING

KEEP CALM.
DON'T CLICK.



1

PLAYS ON FEAR AND URGENCY.

Any legit source will speak in a calm, credible voice. Whenever there's a major disaster, phishing emails follow and they won't.

2

REQUESTS FINANCIAL TRANSACTIONS.

Think about it. Why would a public-health message send you to a webpage that wants your credit card number? It wouldn't.

3

HAS A SKETCHY EMAIL ADDRESS.

Messages with external email banner supposedly send from our own organization have actually external email addresses.

4

ASKS FOR CREDENTIALS, PERSONAL OR FINANCIAL INFORMATION.

Fraudulent Office 365 account or support emails try to convince you to give up critical data. Ignore and delete these messages.

FOR THE MOST ACCURATE AND UP-TO-DATE ON THE CORONAVIRUS (COVID-19) INFORMATION

VISIT THE WORLD HEALTH ORGANIZATION (WHO.INT) AND YOUR LOCAL GOVERNMENT WEBSITES

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What do you want to know?

We appreciate everyone is facing their own very different circumstances & challenges at the moment, but we'd really like to know what you want to hear about in these communications. Any ideas for future issues can be emailed to **careers@nobial.com**

We may not be able to reply or include them all, but your suggestions will help us in making sure we are covering what's important to you during these unprecedented times.

Take care and stay safe

Dan, Lisa, Anjum, George, Mark, Paul, Dean, Tony, Steve & Kevin

Nobia UK Management Team

