

Novel Coronavirus (COVID-19) - Hawkins Watts Group Update: Valid as of March 25, 2020 until further notice.

Hawkins Watts recognises the need to act responsibly given the Novel Coronavirus (COVID-19) pandemic affecting the world. We are following all advice and restrictions from the government.

We also have a Crisis Team established that is in constant communication and we are reviewing our company position daily, or intra-daily if required.

Hawkins Watts is an “Essential Service” provider

As a supplier to the food industry, we are an essential service provider. Our business will remain operational, but our team are now working from home until further notice using our cloud-based infrastructure, except for the following:

Manufacturing Team: We will continue to operate our food manufacturing facility, but we have made an adjustment to our operational staffing and shift rotations to give us the best opportunity for business continuity.

Quality Assurance and Samples: We also have team members available on a rotational basis to ensure that quality control remains an absolute priority. Samples will be sent as required

In accordance with undertaking essential services, Hawkins Watts New Zealand have completed the [MPI Register for Safe Practice](#), which lists critical questions about the policies and processes we have implemented to stop any spread of COVID-19.

Hygiene and Deliveries

Our onsite teams are following strict hygiene and health & safety protocols that we have implemented in the business. There are no exceptions.

No visitors are permitted onsite and essential deliveries will be made in accordance with strict internal protocols based around no contact and sanitisation.

Impact on Supply of Goods

Information on the exact impact that this pandemic and related close-down may have on global trade changes constantly.

Hawkins Watts has been in regular contact with impacted suppliers, as well as with its freight forwarders, to ensure that we are appraised of the most up-to-date supply chain information. We have been and will continue to pass this information on to customers that may be impacted.

Inventory held locally and warehouse operations

Hawkins Watts currently holds inventory of many products in its warehouses and we will always give priority of supply to our existing, loyal customer base for those products. However, in the current COVID-19 environment it is becoming increasingly difficult to predict how inventory levels will be impacted.

Our warehouses and freight providers have confirmed that they will remain operational as service providers to the food industry.

Purchase Orders

For products that require absolute certainty of supply, please send through purchase orders so that we can allocate stock or send through purchase orders to our own suppliers. On receipt of a purchase order, we will respond as soon as possible to you with estimated delivery times. Please note that we rely on the speed of confirmation from our suppliers, who are also operating in this uncertain environment.

Supply and Pricing

Hawkins Watts will do what it reasonably can to ensure supply and maintain existing prices. However, we are at the mercy of the global markets and its supply chains at present.

We are seeing price increases across the supply chain driven by factors including raw materials availability, foreign exchange and freight. We will need to pass these costs on if we are impacted by them, and we are receiving similar communications from our suppliers.

Air freight availability is limited from many destinations and prices are being quoted on a "spot" basis, which is leading to very significant price increases.

We cannot commit to conventional notice requirements for price increases in the current market.

We will keep our customers updated as soon as we can if we become aware of delays or other events that will have an impact on their business.

Please contact your Account Manager directly if you have any further questions in the interim.