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We would like to update our customers on our Covid-19 policy to manage and ensure your supply over the coming weeks.

Firstly, our model, by design, provides for the greatest possible source of alternative supply via our nationwide network of over 3500 supply partners. This gives us back-up should any of our suppliers experience difficulties.

We are working closely with our supply partners to ensure that they are taking appropriate precautions in line with the recommended government advice. If, however, a specific supplier needs to suspend operations, we will be using our network to ensure that your supply is not affected and that alternative suppliers of equal quality can be drafted in.

Over the past few weeks, idc has fully re-tested our infrastructure and processes for homeworking, something we are already well adapted for, and that is a tried and tested part of our Disaster Recovery Plan, which was originally developed to manage instances of extreme weather or fire/flooding. We are confident that idc will continue to work for you as normal. Obviously, we cannot know all the challenges that this unusual situation will present, but please be assured that the plans and processes we have in place, alongside the steps we have already taken, will minimise any disruption for you, your sites and our supply partners, who we will continue to support at all times.

We will continue to update you as the outbreak and the necessary response develops. In the meantime, if you have any questions, please do not hesitate to get in touch.

All here at idc hope that you, your families and your businesses remain healthy.

Kind regards

Chris Edwards