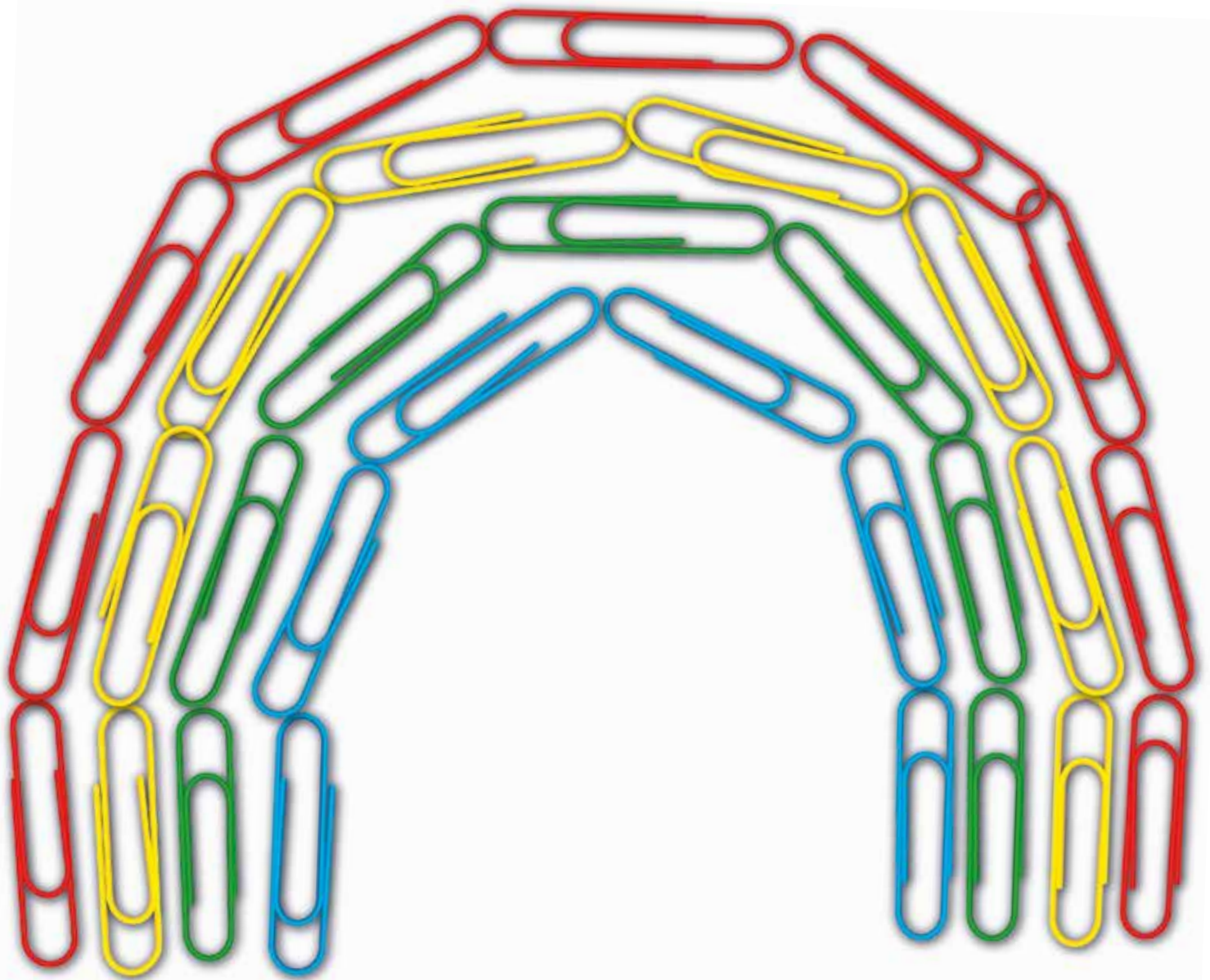


The Worx

THE BI-ANNUAL **officeworx** NEWSLETTER



LOCKDOWN 2020

How we adapted and kept our key worker businesses running smoothly

FOCUS ON

We help Hunters Estate and Letting Agents run from home during lockdown

PLUS MUCH MORE

Our highs and lows, home office furniture deals and new COVID-19 related products



Most of team Officeworx were furloughed in March leaving only Rob, Howard and Paul at the helm. The three of them have been working tirelessly throughout the pandemic supporting the NHS, key workers and other essential businesses that have continued to operate to help the community. They have been busy supplying essential PPE and janitorial supplies to GP surgeries, care homes, charities and veterinary practices to name but a few.



Sourcing high demand products such as **masks, gloves** and **hand sanitiser** was a task in itself but dealing with huge price fluctuations due to the huge demand and lack of supply was extremely difficult. For example, face masks saw a **900% increase** in cost price due to the surge of demand! Thankfully, there is now plenty of stock of face masks and pricing has returned to near normal.

Other basic stock products were also affected by the pandemic. Products that were made in China or had Chinese components were subject to long delays. Vinyl products such as adhesive tape and labels were also hard to source as the raw material was prioritised in the manufacturing of gloves and aprons. The sales of other stock items such as laminating pouches and binding covers also hit the roof with customers buying them to construct **makeshift face visors**! The demand for Perspex screens rocketed and although all these items were a struggle to source, we can proudly say Rob, Paul and Howard supplied **every single item**!

Not only did they take orders and source the products, but they also picked and delivered the goods in the absence of our drivers Roger and Les. They greeted many of you in your own homes, passing packages through windows or leaving boxes on doorsteps

LONDON Marathon 2020

We were all disappointed to hear the London Marathon had been cancelled and after months of training and fundraising Rob was gutted to hear that he couldn't run for Sue Ryder, the Leckhampton Court Hospice.

However, on the 4th October 2020, Rob will be walking the virtual London Marathon. This race also known as **The 40th Race** can be done anywhere in the world and participants have 24 hours to cover the 26.2 miles. As accommodation was already booked in London, Rob has decided to walk the 26.2 miles across the city from one side to the other!

Raising funds has been very difficult during these times and unfortunately these are the times when charities such as Sue Ryder need every penny they can get.

Rob has got an automatic entry into the 2021 London Marathon so if you can help with a donation however big or small please visit www.justgiving.com/rob-adkins.

Thank you



The HIGHS

We believe each and every one of our customers has experienced the highs and lows of COVID-19 and we are sure that just like the Officeworx team everyone has their story to tell. Here are some of our highs and lows!

HIGHS

- 😊 Our Homeschool packs made a big impact as schools were closing
- 😊 Sales soared of hand sanitiser, gloves, masks, aprons and other PPE equipment
- 😊 As workers dusted off their home inkjet printers, sales for inkjet cartridges soared
- 😊 The demand for home furniture and a better workspace than the kitchen table increased
- 😊 Our telephone division helped divert phone numbers to home offices and install new systems
- 😊 Webcams and headsets sourced and supplied despite huge demand
- 😊 Print demand changed from every day letterheads and business cards to branded safety and social distancing signs, hand sanitiser bottles and masks
- 😊 Consolidated our system with free time to improve email marketing, update our website and back office ordering system
- 😊 The realisation that next day delivery is not always necessary. Despite offering to deliver goods the next day we will be looking at offering our customers named delivery days. This should improve our carbon footprint.

LOWS

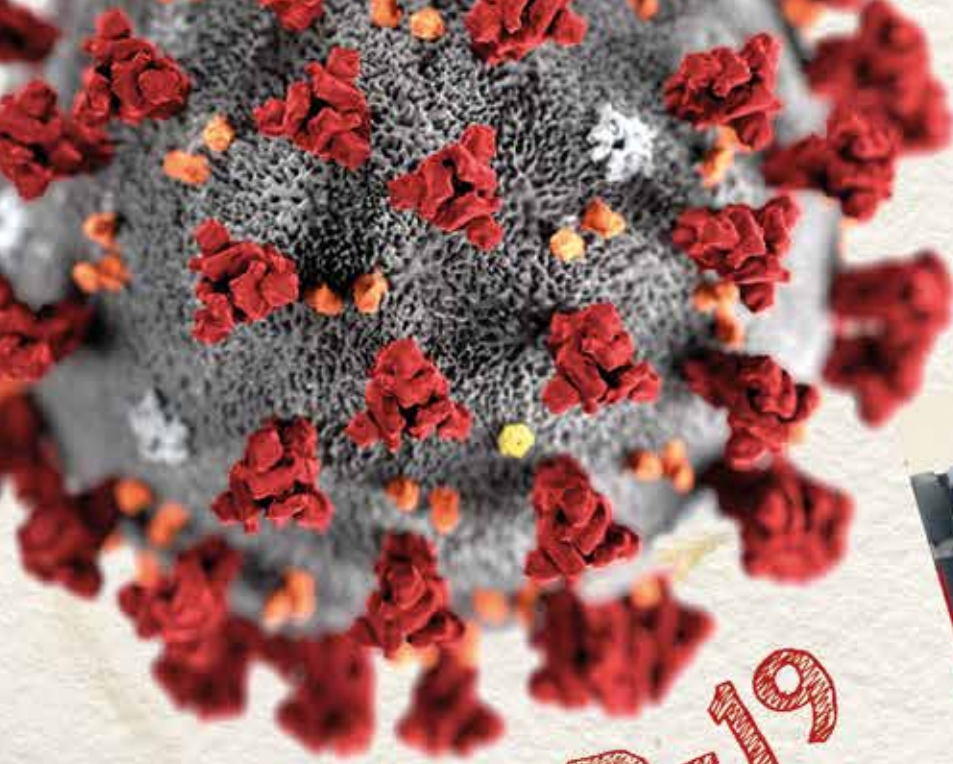
- 😞 One of our main wholesalers of **5 Star** products went into administration
- 😞 Home users buying their own supplies locally at inflated prices
- 😞 All staff were furloughed except Rob, Paul and Howard who did an exceptional job of sourcing and supplying such critical products and fulfilling all orders!
- 😞 Demand for IT services dried up but has now returned with workplaces adjusting to new government guidelines
- 😞 Sadness to hear of the closure of valued and long standing customers
- 😞 Charity work and fundraisers postponed



Skeleton staff: Evie brought in to help with deliveries.

Our team looks forward to hearing and seeing more from our customers over the forthcoming weeks, but until then please remember we are here to help whether you are back working in the office or you are still stationed at your kitchen table. We can even deliver to your doorstep for those who are working from home. For those who are starting to re-adjust to the workplace and COVID-19 secure offices, we welcome you back. Please contact the team to discuss any new products you may require to make your environment safer, efficient and productive.

and lows



COVID-19

STAY SAFE

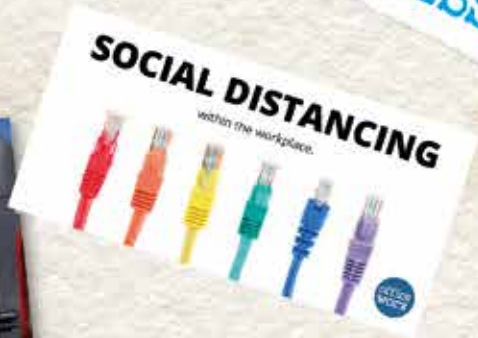


react



BUY local

SUPPORT SMALL BUSINESSES



SAFE DISTANCE



TWEET

adapt

STAY HOME



work from home

WASH
THOSE HANDS

DISINFECT



THANK
YOU KEY
WORKERS

skeleton
STAFF



THANK YOU
to all of our keyworkers

prepare

SUPPORT

WE'LL GET THROUGH THIS

FOCUS ON



HUNTERS
HERE TO GET *you* THERE



Hunters Estate Agents and Letting Agents are a leading estate agency in Cheltenham. When Mark Millward, director of Hunters, contacted us about replacing his ageing analogue telephone system at the beginning of the year, little did he realise his decision to move to a hosted telephone system was going to provide a new way of working during the ensuing lockdown across the UK.

Hunters Estate Agents decided to migrate their old Panasonic system that was no longer supported to a hosted telephone system through our telecoms division which would offer additional features such as **direct dials, auto attendants, call forwarding, PC softphone** and **mobile apps**.

After previously being approached by BT, Mark asked for a second opinion and we advised him that the BT solution was going to cost their company over £10,000 over the 5 year proposed term of the contract. This was more than double the cost of our hosted telephone system which also included ongoing day-to-day support.

We were pleased to help Mark and the team at Hunters. The installation and migration from their previous telecoms supplier was seamless and engineers were on site on the day of migration to ensure all ran smoothly and all was configured as per the company requirements. When the lockdown hit the UK, the staff were able to collect their telephone handsets and take them home and use them just as if they were in the office, meaning calls were not missed and house sellers and buyers could continue to contact them.

If you are considering your current telecoms solution and remote working options, please get in touch to see how we can assist you move forward and make your business more **futureproof** and **resilient**.

Team Officeworkx

Hunter's available properties can be viewed online at **hunters.com/about-us/offices/Cheltenham** or give them a call on **(01242) 528500**.

The NEW normal . . .

Times have changed and many people will be concerned about the return to the office this October when the government furlough scheme ends. We've tried to make this change to the new normal as smooth as possible and have dedicated a section on our online store to solely COVID-19 PPE and social safety products.

Please visit **shop.officeworx.co.uk** and click on the banner:



Here you will find the majority but not all of our safety products. Please remember we have been able to source and supply all our customers' needs during the pandemic so please do get in touch if you can't find the product you are looking for!

Branded social distancing signs and stickers ♦ **Floor tape** ♦ **Sneeze screens**
Sanitiser stands and dispensers ♦ **Tissues and wipes** ♦ **Mask and visors**
Aprons and gloves ♦ **Antibacterial wipes and spray** ♦ **Return to work kits**



Plus our huge janitorial range at **shop.officeworx.co.uk**

Calling ALL home workers!

We are excited to announce our new collection of on trend home office desking and storage. As an introductory offer we are offering super saver prices on the **Sparta range**.



A-Frame desk



with support pedestal

Code	Width	Officework Offer	RRP
SP610	1000	£149*	£200*
SP612	1200	£169*	£225*
SP614	1400	£179*	£240*

Code	Width	Officework Offer	RRP
SP614P	1400	£199*	£275*

Desk finishes



Charcoal A-frame legs



with support pedestal & drawers

Code	Width	Officework Offer	RRP
SP614P-D	1400	£259*	£350*



with support pedestal & cupboard door

Code	Width	Officework Offer	RRP
SP614P-C	1400	£219*	£300*

The Sparta desk is the ideal combination between fine workmanship and reliable materials. The A-frame in charcoal grey is made of highly durable steel for exceptional stability and support over the long haul, with ample legroom to keep you comfortable and move about. Together with the matching storage legs and shelf brackets, the simple lines and subtle industrial style will give a contemporary twist to any home working space.

For desks, add desktop finish when ordering e.g. SP614 with Oak top = SP614-KO
For desks with support pedestals, add desktop finish followed by insert finish when ordering e.g. SP614P-D in Grey with drawers in Oak = SP614P-D-OG-KO

*Prices exclude VAT. Includes free flat pack delivery.
Please contact us for a price to assemble.

Thank You



It is now more than ever that we want to say a massive thank you to all our customers and key workers who have supported us through this exceptional time. By buying local and supporting our business you have helped us ride the wave. We hope we've helped you too. It has been a pleasure to hear your experiences and share the journey with you.

Team Officeworkx

