

08th May 2020:

To our trusted partners.

“Back to School This Summer with Clive Mark”

We at Clive Mark truly hope all the teaching staff, your families and students are safe and well in these uncertain times. The “Covid 19” Pandemic has created unprecedented circumstances for everyone across the UK and Clive Mark is no different. Therefore, this summer we will need to operate our retail stores and business very differently to ensure the safety of all our Parents, Carers, Students and Staff. Our primary objective is the safety of everyone, coupled with the need to provide you with the best possible service, to that end we will be offering various options to purchase uniform this year once we re-open our stores, office and warehouse facilities in line with government recommendations.

The following options will be made available for your school:

1. Mandatory appointment System for all new intakes either in School or at our Store, dependant on the schools request once lock down measures are eased.
2. Appointment system for all years will be made available.
3. Specific allocated school days in our store diarised so it becomes solely focused on said school for that particular day.
4. Online ordering facility, this should be encouraged for all parents and carers where possible.
5. Telephone orders.
6. Extended opening hours.
7. Induction evenings in school with strict social distancing measures enforced for everyone’s safety if this is the school’s preference.
8. Social distancing measures and queue controls deployed in all our stores.
9. PPE Equipment installed in our stores.
10. Pop up shops for click and collect service which can be placed in School yards or at the front of our stores.

All parents, carers and students can avail of these services once our stores re-open as per governments guidelines. Your local store manager will contact the school and get the process rolling that best suits your particular needs.

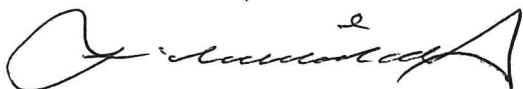
We will also be sending 2 flyers to the school week commencing the 11th May, the first flyer will be our discount flyer for all new intakes this year available to use until the 1st August, the second flyer is to inform parents and carers of the above options on how to purchase uniform this year. We would appreciate if these flyers could go out in the packs that you will be sending soon.

From a supply base we have been assured by all our suppliers at present we should have no issues with availability, this of course can change very quickly as we are in a fluid situation at present. However, I feel confident that the measures we are putting in place and the options made available to all parent's, Carers and students will ensure we deliver an exceptional service this year even in these difficult times.

Once again, I wish you all a safe summer and hope everyone remains Covid-19 free and we get through this period of uncertainty whilst delivering a great service to the school.

Yours Faithfully,

Jim McNicholas,



Managing Director,
Clive Mark Schoolwear.