



COVID-19: Message to all our customers from Stephen Watt, On-Trade Director,  
HEINEKEN UK - 19.03.20

Dear Customer

We are in unprecedented times and as a trusted partner, I want to give you an update from HEINEKEN UK on what we are doing to help your business.

First and foremost, the health and wellbeing of people is the most important thing and we are following relevant government guidance on this, and trust you are too for your staff and customers.

We also want to make sure that we can support you and your business, and we are working round the clock to create the right package to do this. The situation is changing daily and therefore so will our guidance. I appreciate your patience and understanding as we work to provide the right response.

The general public have been advised not to visit pubs which will clearly have a huge impact for the On Trade. The Chancellor's package of measures announced yesterday was urgently needed and welcome. It is really important you make full use of this - we have detailed the measures announced with all the information on how you can access it at the end of this email.

We are, along with industry colleagues and the British Beer and Pub Association, continuing to lobby on your behalf for the following:

- Guarantee that staff will be paid, and that Government will underwrite at least 75% of wages, so that companies can keep these staff on and easily reopen when the situation changes back to normal.
- Immediate cancellation of beer duty payments due on 25th March and VAT payments due at the end of the month to stop critical cash leaving the system.
- Distribute the £10,000 and £25,000 grant payments to pub owning companies immediately, or underwrite these, so that they can give these funds to pubs now.

- Underwrite insurance costs for business interruption for a period of at least three months for the pub sector. This money must be given to insurers now or to businesses direct.

We don't have all of the answers today, but we're listening to customer feedback and concerns which will inform how best we respond and support your business.

I will write to you again as soon as we are able to provide more information.

Regards

Stephen Watt

On Trade Director, HEINEKEN UK

## ADDITIONAL SUPPORT ANNOUNCED BY THE GOVERNMENT ON TUESDAY 17 MARCH 2020:

### 1. Business Interruption Loans

You will be able to get a '**Coronavirus Business Interruption**' loan from the bank, backed by the Government. You won't pay interest on that loan for the first 6 months. (Loans of up to £5 million in value.)

#### **Where can I get this support?**

The scheme is being set up now and will be available next week. More information on how to access the loans will be provided via the government [Website](#)

#### **When does it come into force?**

Next week (**w/c 23rd March**)

### 2. Business Rates Support

You won't have to pay your business rates bill for the coming tax year 2020/2021.

**You will also receive up to a £25,000 cash amount**, if your business currently pays business rates and has as a Rateable Value of between £15,000 and £51,000.

**You will receive a one-off £10,000 cash amount**, if you currently don't pay any business rates or you get business rates relief.

#### **Where can I get this support?**

Local authorities will be given guidance on 20 March on how to help businesses with this measure. Get in touch with your local authority once this is done. The guidance will also become available via the government [Website](#)

**When does it come into force?**

The guidance to local authorities will become available on 20 March.

**3. Tax**

If you think you need support or relief with your general tax liabilities, you can get in touch through HMRC's Time To Pay service.

**Where can I get this support?**

[Website](#) or Telephone **0800 0159 559**

**When does it come into force?**

Available Now