

05 March 2020

Dear Sirs

In light of the ongoing situation regarding the Covid-19 outbreak, and the possible consequences which may result from this, I am writing to advise you of the steps we have taken to investigate how this may affect our business and supply chain and the action we may need to take to mitigate this.

We are in regular communication with our main vendors to ascertain whether they envisage any interruptions to production. We have received responses from several vendors informing us that they are monitoring the situation closely but currently do not anticipate any interruption to the supply chain for standard products. We understand that a number of vendors do have manufacturing operations within affected areas of China, and this may well impact their ability to supply certain products, this situation is being closely monitored. Some vendors have advised that equipment requiring special build may well be delayed by up to 4 weeks, as these generally involve multiple vendor components and some delays have been experienced.

We are aiming therefore to increase the stock levels we hold in an effort to reduce the impact on future demand. With that in mind please advise us of your purchasing requirements and plans for the next couple of months in order that we can check product availability with the relevant manufacturers.

We have advised our engineers to take all necessary precautions whilst travelling. We will evaluate all travel on an individual basis, ensuring that the most appropriate method of travel is selected. We would ask all customers who currently have project work scheduled with us to inform us immediately if their own internal Covid-19 policy will affect our access to site. Our Professional Services department can complete a considerable amount of work remotely. Where this is possible we ask customers to facilitate remote access, removing the necessity to travel.

Should a quarantine situation arise we have put in place provisions for our staff to work from home. All members of staff can remotely access the company systems and we are confident that we have taken the necessary steps to keep all lines of communication open and avoid any interruption to our business operation.

We will continue to monitor the situation closely and are following guidelines issued. As and when more information becomes available we will of course keep you updated, in the meantime if you do have any concerns regarding a specific vendor please do let us know and we will advise you accordingly.

Yours faithfully

 A handwritten signature in black ink, appearing to read 'Yolanta Gill'.

Yolanta Gill
CEO