



Dear Partner,

Concerns regarding the extent and severity of the Covid-19 virus continue to rise, and it's clear that this will have some impact on business in the UK.

In light of this and in accordance with UK government advice and advice issued by the World Health Organisation (WHO), we will be making some changes to our travel and operation policies.

Travel restrictions will be in place with immediate effect, to ensure we do not visit affected countries, additionally all visitors to our premises will be screened via a questionnaire on arrival to minimise risk.

Our field service and sales teams will continue to travel throughout the UK; all members of these teams have been assessed for recent travel activity to any affected areas, and confirmed to be clear in this regard. These assessments will continue on a regular basis until the risk has passed.

We will of course comply fully with any specific requirements our business partners may have to ensure the safety of their own operation.

Wherever possible meetings with partners will be conducted via video conference link to avoid unnecessary travel and contact, to that end we have temporarily ceased all foreign travel for business purposes.

We do source much of our technology and supplies from outside of the UK, all supply routes have been evaluated and lead time increases understood wherever possible. It looks likely that there will be some extension to lead times for certain items, we will do our utmost to minimise these and keep you advised as soon as we are aware of any disruption.

The situation is a rapidly changing one, and we are mindful of the various ways the virus may impact our operations and employees. The wide range of potential issues includes complications in transactions and contracts, incidents that trigger regulatory obligations, and personnel concerns stemming from illness or remote workforces, we will of course continue to keep you advised should any of these events occur in a way which will affect our trading partnerships.

Yours Sincerely

Chris Simpson