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COVID-19 STATEMENT

Thursday 26th March 2020

Dear Valued Customer

Imagro UK Ltd are following the Government guidelines regarding this current situation. We have analysed our business and the needs of our customers to ensure continuity of supply and have implemented the following procedures:

- 1) Our offices were closed as a precaution on Monday 23rd March for the welfare of our staff and their families.
- 2) We have equipped all staff with the capability to work from home and this is allowing us to operate our business as normal.
- 3) Imagro operate from a virtual server platform, ensuring key software and applications can be accessed remotely.
- 4) Our logistic centres have provided detailed plans to ensure that goods can continue to be received and delivered.
- 5) We are advising customers that delivery times may need to be extended, but this will be communicated and discussed with each order.
- 6) We have provision in place for next day deliveries for any company manufacturing products critical to the ongoing battle against the COVID-19 virus.
- 7) We have advised our staff that until further notice they will be unable to attend external meetings.
- 8) We can provide video conference calls should the need arise to discuss projects or technical matters that customers may need support with.
- 9) We are asking that customers with specific material requirements provide us with as much forecast or projection of required volumes. This will allow us to ensure allocation of existing stock and also that new material is ordered to arrive to the UK considering increased lead times from manufacturers.
- 10) Customers who are supplying critical sectors during this time such as Medical, health care, sanitary please discuss with us any increased demand and how we can best support during this time.

By working together during what is a very uncertain time, I am sure that we can support each other's businesses and keep manufacturing. If you have any questions or wish to discuss your specific requirements further, please do not hesitate to contact us.

Yours truly,

Matthew Sydenham
Managing Director