



Date: 31st March 2020

Coronavirus Company Update

Dear Customer,

I am extremely proud of how our Staff have handled this unprecedented situation. The Team ethic that we embrace as a company, has really shone through these last couple of weeks. Not only this but the relationship we have with the majority of our customers, seems to have strengthened as we try and deal with the impact of the Coronavirus together.

We are also proud to be helping in the battle to defeat the virus. We are currently involved in a number of critical medical projects and as you can imagine, these projects have taken the highest of priorities within our factory. We have had members of Staff working into the night and over the weekend to supply proto type PCBs to be able to deliver them within 48 hours to the customer.

We now have several members of Staff working remotely and measures in place to ensure that where ever possible Social Distancing is enforced within the Factory. Staff are working independently on their processes and we are staggering their breaks to avoid gatherings. We continue to promote regular hand washing and cleaning.

We have a reduced workforce working on critical deliveries with a staggered start and finish to the day but inevitably this situation does have a knock-on effect in terms of being able to ship on previously confirmed dates. We are monitoring the situation with deliveries as much as we possibly can and will communicate to customers with any significant delays but rest assured, we are working as hard as we can to minimize the impact.

Our quoted lead times are approximate as it is impossible to predict the changes in workforce numbers and production hours during production at this time.

Our supply chain has remained strong throughout which is largely down to the high volume of stock holding here in the UK. However, due to the sudden demand of critical medical equipment across the UK, some suppliers have seen huge surges in demand to the extent that some UK distributors are reporting a 20% decrease in stock holding. To fill this sudden gap, the quickest solution is to Air Freight materials in. However, due to the reduced capacity of Air Freight lead times are increasing as well as some pricing which is being passed on to us. Rest assured this is not on all materials and we will do whatever we can to mitigate the risk of urgent orders being delayed and our suppliers are ensuring that we don't get into a situation where all manufacturers are panic buying and are taking a fair approach to fulfilling orders.

We thank you for all your support and understanding during these unprecedented times.

Edward Hare
Managing Director