

## Coronavirus [COVID-19]

Dear customer,

Hope you, your family & colleagues are all keeping safe & well. Our thoughts are with all those affected by the current pandemic and the many heroes working around the clock.

Further to our last update of the 1<sup>st</sup> April, I am now pleased to give you some GOOD NEWS – Aluminium manufacturing is recommencing this coming Monday (27<sup>th</sup> April), and PVC-u manufacturing is recommencing on 6<sup>th</sup> May. These are obviously the dates the factory reopens, so actual deliveries will naturally be a few days behind this depending on how far your project is in the process. To start with this will be a ‘skeleton crew’ only, and along with new safety procedures that will be in place to protect staff this will very likely effect lead times, so we would ask for your understanding in this. Our immediate priority will obviously be orders already in the system, and each of you will be contacted to discuss the way forward specific to your projects. Please note these dates do not apply to non-standard profiles, such as fire-rated products etc, so please check the situation of this with us if you are unsure.

As you would be aware, throughout lockdown we have managed to keep the vast majority of our office functions operational, albeit working from home. We, along with many of you, have used the time productively to ensure we are all ahead of the game once we are through the worst of this period, and we have found there is certainly still a lot of action out there. We have found that throughout the past few weeks the construction industry has generally remained extremely buoyant, although we are aware of the difficulty many have had in obtaining materials and obviously several new protocols have had to be implemented to ensure the health & well-being of all concerned. Some of our client’s sites have closed and we fully understand the reasons for that, but it appears most plan to reopen in the next 1-2 weeks.

There has been absolutely no effect on design lead times/our ability to process order paperwork, so please place new orders ASAP to enable us to start this process straight away – this will ensure you are at the front of the queue when new orders are signed off for production.

Regarding new installation, site safety & welfare procedures we are taking our cue from the Construction Leadership Council guidelines which were developed in conjunction with Public Health England (let us know if you haven’t seen this document and we will happily provide). As some of you would know we have already implemented Covid-19 compliant RAMS, and have procured additional forms of PPE that were not previously required/recommended for our operations.

Look forward to continuing positive dialogue with you over the coming weeks and months!

Should you have any questions or require any further information, please don't hesitate to contact us.

Kind regards,

Gavin Ridewood (Partner)