

17th March 2020

Dear Valued Customer

With the spread of the Covid-19 virus causing such uncertainty, I am writing to you to reassure you that we are taking all possible steps to maintain a reliable supply of products and customer service.

We have been given assurances that our key supply chains are intact, with REHAU, Liniar, Maco et al confirming stocks in the UK and the continued movement of goods across Europe. This is subject to some delays as European borders are installed, but EU Governments are making clear that cargo must not be stopped.

At the factory, our priority is to care for the health and well-being of our colleagues, our customers and their families. With this in mind, hygiene is being prioritised in the workplace with the installation of hand sanitisers, enhanced cleaning regimes and regular hand washing. The team are being encouraged to self-isolate on a sensible basis in line with Government guidance, in an effort to maintain a viable workforce throughout.

Our delivery drivers will be provided with gloves and asked to handle your frames and ancillaries only whilst wearing these, If you wish to take deliveries from us in a contactless manner, we are happy to discuss with you how we might achieve this.

As the situation continues to develop, we will issue further updates when necessary. We believe that by working together and taking sensible precautions, we can continue to provide our usual excellent service.

Kind regards,

A handwritten signature in black ink, appearing to read 'M Nettleton', written over a light blue horizontal line.

Martin Nettleton
Managing Director on behalf of the Euroglaze team