

Date: 18 March 2020

**Customer Update – Corona Virus (COVID-19)**

As you know the Corona Virus (Covid-19) outbreak continues to spread across Europe with all Governments taking significant financial steps to protect the economy and the public. Some component manufacturers in Europe have been forced to limit or even suspend production, while transportation is also suffering owing to limited capacity and border controls delaying freight.

In these uncertain times Craig & Derricott Ltd., would like to inform you that we have taken steps to ensure that our business runs as smoothly and as efficiently as usual. We are closely following the Governments advice and taking precautionary measures to safeguard our staff to reduce the spread of the Coronavirus. We know how important it is to keep business and production lines running day to day and we have done and will keep doing everything in our power to ensure our service does not fall short of what you have come to expect.

Our head office and customer support teams are operating via a combination of office based and remote working. We have taken steps and invested in new equipment to ensure all staff can work remotely and carry out the job as usual. Our technical team also have the ability to work remotely with zero disruption to their work duties and our manufacturing and warehouse are still fully operational.

We are also working closely with our logistics partners to ensure there is as little disruption to deliveries as possible, as well as receiving constant updates from our core suppliers to ensure that we can keep our warehouse stocked with the essential components we require to build your products.

Senior management at the company will be liaising daily to ensure that all best practices and government advice is being followed and we will update the business accordingly as advice changes along the way.

If you have any queries, please don't hesitate to get in touch but for now it is business as usual at Craig & Derricott and most of all we wish everyone stays happy and healthy.

Yours faithfully



Kevin Miller  
Managing Director