

Dear All,

These are extraordinary times and I feel it is important to update you on our plans in response to the COVID -19 crisis. Many of our customers play a vital role in supplying products and equipment that are urgently needed, and we will continue to operate and serve you as effectively as we are able.

We have three main areas of focus:

- Protecting our people
- Protecting our customers
- Protecting our business

While we continue to operate, it is critical that our people are protected in order that they stay safe and can continue to serve all our customers. We have established flexible working patterns, social distancing in the workplace, key worker segregation, home working, enhanced sanitation and hygiene programmes, financial support for those needing to self-isolate and contingency programmes for those impacted by school closures. We are updating our people plans on a daily basis.

We are committed to working tirelessly to ensure that we can support your business. All of our 27 UK sites are fully inter-connected so that we can provide flexibility and a fast response to your changing needs. We have strengthened our key supplier relationships and will be enhancing our channels of communication to you to improve connectivity and streamline order processing.

Macfarlane Group has been in business for more than 70 years and is a well-financed company. The senior executive team are very experienced and although none of us has been through what we are now facing I am confident that the commitment we have to our customers and the plans we have in place will enable us to effectively navigate these difficult times.

I fully recognise that our personal and business lives are changing at an astonishing speed and actions planned today will need to be revised tomorrow. It is vital therefore that we have the most effective communication processes to ensure we can work together to meet your needs, however fast they may be changing. The whole Macfarlane team and your local contact are here to support you safely, reliably and consistently. If I can be of any direct help please know you are free to contact me at any time. My personal details are provided below.

We will all come through this period of immense difficulty and my team and I are committed to supporting you in any way we can.

I wish you, your family and your business well; please keep safe.

Best regards,

Peter D Atkinson
Chief Executive