

As we continue our lockdown, I thought I should update you on how Macfarlane Group is responding to the impact of the COVID-19 crisis.

We fully recognise the important role your business plays in supporting the country as we face these unprecedented times. Our objective is to support you in any way we can to enable your products to be effectively protected and identified as they move through the supply chain to the point where they are needed.

I have had the privilege of talking with a number of our customers recently and the feedback I received has allowed us to focus on the areas that you, our customers, see as priorities for Macfarlane in order to provide you with effective support:

- Keep people safe and healthy
- Ensure effective communications
- Act quickly
- Be proactive

We are working with all our sites to ensure that our people can operate within the important health guidelines on social distancing. There are enhanced hygiene/sanitation programmes in place, availability of PPE where needed and key worker segregation.

All our business units are fully operational with staff on site. A number of our people are operating from home and all have the necessary communications technology to function effectively.

I recognise the needs of your customers are changing regularly. We will do everything we can to respond to you promptly in order that you can meet your customers' changing needs. Currently, our supplier base is functioning well and we will keep you updated should this change.

We acknowledge the need to be proactive and have been working with a range of our customers to help them with their forward planning of packaging/label supplies and where required, helping them with pack design changes and bespoke sourcing activity.

I am immensely proud of the commitment demonstrated by Macfarlane's people throughout this, the most difficult period that any of us have encountered. Despite the pressures we are all under, they recognise the need to maintain our support to you and they understand the important role you are playing in helping the country through the COVID-19 crisis.

I am available if I can be of any help and would welcome your input at any time.

Stay safe.

Best regards,  
Peter D Atkinson  
Chief Executive