

## **EMCEL Filters Limited**

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Our ref:

Your ref:

Date: 4 May 2020

Dear Customer/Supplier,

### **Re.: Coronavirus action update**

First of all, Emcel would like to thank all of its customers and suppliers for their support and understanding in these testing times. We are working very hard to manage customer expectations and equally support our supply chain when requesting products and materials.

We continue to receive an extremely high demand for our filters, a significant number of which are to directly support front line workers and those working hard to produce a vaccine for Covid-19. This is only possible with the help of our supply chain and with the understanding and flexibility offered by our customers in helping us schedule their needs.

We are incredibly grateful to those customers who have offered to collect goods from Emcel. This has helped us keep more staff in our production facility, if more of you have the capability to do this it would be appreciated. We can assure you all that we are doing everything we can to fulfil this unprecedented level of demand for our products and we will keep in contact as much as possible so as to help your business.

We remain open until further notice and will do whatever we can to maintain our capacity and capability to supply you all with products within your requested time scales. Nonetheless, we must continue to ask you for understanding and flexibility with regards to your delivery expectations.

As a supplier of raw materials, we would greatly appreciate your continued efforts to keep us informed of any issues that you face, which may directly impact upon your ability to supply us. We are committed to being flexible and understanding in return and will work with you to manage any demands that we have.

Most of you will be aware that, in order to promote social distancing, our factory personnel are working a split shift pattern and many are adding extra hours beyond their shift in order to minimise the disruption that this change has created. Furthermore, most of our office-based staff continue to follow government guidelines by working from home and your normal contacts can still be reached via their direct dial number or via the usual office number above.

Thank you again for your patience and understanding. Please stay safe and if you have any questions, do not hesitate to contact us.

Dave Spraget  
Director  
Emcel Filters Limited

Directors: C.V. Marshall, H.E. Marshall, D.I. Spraget, I.L. Jennings (Secretary)  
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