

External Communication

Coronavirus-COVID19 outbreak

We would like to update you on the actions that we are taking as a business to support our customers, suppliers and protect our staff during the Coronavirus-COVID19 outbreak. From the beginning of this outbreak, FSi Limited has followed Government advice and will continue to do so in order to protect our business but most importantly our employees and business partners, this will remain our priority.

To date FSi Limited has been able to operate as normal alongside the protective measures being implemented, while following Government advice. We will continue to do so.

Commercial and Technical interactions

- Our Commercial & Technical teams have been switched to remote working and will not visit customer locations, project sites or hold face to face meetings. We will continue to offer a high level of support, and we intend to continue to hold meetings and training through phone and videoconferencing. FSi Limited are utilising Microsoft Teams which is a fantastic platform to share, train and interact. Our intention is to maintain the normal support levels.
- Customer order processing is operating normally, however we would advise email interactions as the formal method of communication.

Production and Distribution

- Our manufacturing facilities are currently operating as normal, we are experiencing no delays with deliveries of raw materials. We have a strong supplier support network in place which will support production in our business.
- Through our FSS distribution facility we are and will continue to hold a significant stock of our products and systems. FSS will continue to distribute utilising both our large fleet of vehicles and external hauliers.
- Deliveries into our business remain unchanged, however we are implementing robust processes to protect our staff and we request our process are understood and followed.

The next few weeks and months are likely to be a challenging time for everyone. We will continue to do everything possible to support our customers, partners and employees.

If you have any further questions please get in touch with your normal business contact by email, phone or video call.

Stay safe,



Ben Peach
Managing Director