

Dear Customer,

We have now had 3 weeks to monitor the new measures and restrictions concerning COVID-19 within our production facility. As mentioned on 18<sup>th</sup> May the business took unprecedented steps during the first phase of lockdown to establish safe work zones and practices for all our employees, as well as visitors to our facilities. FSi Limited and FSS shall continue to support customers around the World with quality products and a high level of service, we would like to advise you about this as follows:

The production and logistics teams within FSi and FSS are working in accordance with our defined risk assessments including social distancing measures, we have a dedicated team who work constantly to safely increase output to improve lead times during this difficult time. However, due to the social distancing and safer working practices as advised by UK Government we have seen single shift productivity drop to 65% of our normal level. This together with an increase in new orders, is resulting in longer lead times than we would normally work towards at production level for FSi direct customers. Our lead times are currently extended, please bear this in mind when placing your order.

Customers of FSS shall not have a change in their lead time, there are good levels of stocks available at the London distribution base with next day delivery and same day collection available in most cases. FSS delivery staff have adapted to allow for extended site operating hours. Site and Construction Leadership Council guidelines shall be adhered to at all times when delivering by our staff to ensure the safety of all.

The dedicated Technical, Sales and Financial team have kept the main offices open at both FSi and FSS. These teams will increase the main office support as of 1<sup>st</sup> June, in line with Government guidance and safe working practices. The planned rolling work rota to ensure availability of all areas of the business and to support our staff by sharing the workload and reducing stress on our employees and the business has been implemented and is working very well.

Tighter governmental measures could be reactivated in the event of a possible second wave of infection at anytime. FSi Limited and FSS continue to focus on an increased level of raw materials and standard finished products to ensure continuity in the supply chain and to maintain consistency of supply to our customers through this unknown period of demand.

A reminder that the Technical Team have developed online training and product courses, these are currently available to be booked. To gain further information or to book on to a course please contact our Technical Hotline +44 (0) 1530 382322.

The whole of FSi and FSS would like to thank you for your continued support, please stay safe, if you have any questions, we would be pleased to hear from you. All our contact details are displayed on the following page.

We wish you all good health.

Ben Peach – Managing Director

FSi Technical Teams can be reached by both e-mail and telephone:

- Technical Hotline +44 (0) 1530 382322
- Technical email [technical@fsiltd.com](mailto:technical@fsiltd.com)

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- General Sales e-mail [sales@fsiltd.com](mailto:sales@fsiltd.com)
- Tim Barker 07713 568232 email: [tbarker@fsiltd.com](mailto:tbarker@fsiltd.com)
- Andy Greenwood 07946 251934 email: [agreenwood@fsiltd.com](mailto:agreenwood@fsiltd.com)

FSS Sales Team can be reached by both e-mail & telephone:

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