

## Customer Communication

### Customer service and deliveries during the Coronavirus-COVID19 outbreak

Dear Customer,

I would like to update you on the actions that we are taking as a business to support our customers and protect our staff during the Coronavirus outbreak. Etex Building Performance Ltd is operating normally as far as is possible in the current circumstances. We continue to take orders and make deliveries of Siniat and Promat products within standard lead-times. We have however made the following changes that I would like to make you aware of:

- Following Government advice, our field sales team have been switched to remote working and will not visit customer locations or project job sites. We will however continue to offer you our usual technical and commercial support, with all planned meetings being maintained via telephone or web-enabled conferencing.
- Customer order processing activity is working normally, however to ensure that we can work flexibly please use the orderline email address below wherever possible.

[orderline@etexbp.co.uk](mailto:orderline@etexbp.co.uk)

All other technical support and enquiry management is operating as usual, and at present we are not experiencing disruption to normal business service. I will ensure that we provide you with regular updates if this situation changes.

The next few weeks are likely to be a challenging time for the UK construction industry and I would like to assure you of our strong and continuing commitment to working in partnership to support our customers through this period. If you have any questions, please talk to your contact in our sales team.

Your sincerely,

A handwritten signature in black ink that reads 'Andrew Tait'.

Andrew Tait  
Sales and Commercial Director, UK and Ireland