

Customer Communication – 23rd April 2020

Coronavirus-COVID19 outbreak

Dear Customer,

Following the last communication on our response to the Coronavirus outbreak, I would like to update you with the latest operational status of our business.

Our first priority over the course of the last few weeks has been to help the national response to cope with the Covid-19 crisis, and we are very proud, and humbled, to have worked with you to supply material to numerous emergency healthcare projects across the country to support this. This will continue to be our key focus.

In addition, we have also taken the view that it is important to support the broader construction industry during these unprecedented times, whilst working rigorously to protect the health of our employees and comply with government advice on social distancing.

Since the beginning of the crisis, our logistics operation has continued to service demand from those parts of the market which have remained open, and this will continue to be the case. As activity resumes, we will be there to support you.

We have been able to maintain a reduced level of manufacturing throughout this period and, where necessary, have also adjusted our processes to enable us to scale up as activity levels increase. With demand now picking up relatively quickly, we are bringing additional capacity back online. We do anticipate some extended lead times initially and would ask for your understanding as we ramp up production. Our priority is to help you service your existing customers; however we recognize the challenges with supply in the current climate, and will look to support you with any additional demand you might receive, where possible and subject to availability.

Along with other companies in the sector, we continue to operate temporary “furlough” leave for staff members who are not essential for operations and service. We would therefore ask that you contact our Customer Service team, who continue to operate, with any questions or queries.

Please note that our Customer Service hours are temporarily reduced:

08:00 to 16:30 Monday to Friday
orderline@etexbp.co.uk

We will continue to work with you safely and in partnership to support your needs.

Your sincerely,



Andrew Tait
Sales and Commercial Director, UK and Ireland