

Customer Communication – 21st May 2020

Update: Coronavirus-COVID19 outbreak

Dear Customer,

In our last communication to you of 23rd April, we informed you about our plans to ramp up our manufacturing operations as the market started to open back up. We would like to advise you of our progress.

Right from the beginning of these unprecedented times, we took the view that it was important to support not just the priority healthcare projects, but also the broader construction industry as far as possible. From the outset, our teams worked tirelessly to review our operational processes to ensure that they complied with all social distancing guidelines, protected the health of our colleagues, and enabled us to continue to manufacture and supply product to the market.

We are very pleased to report that, because of this approach, all our UK manufacturing plants have been back up and running at pre-Covid capacity and performance levels for the last three weeks.

As we are sure you are aware, with so much activity restarting in the market at the same time, there has been a sudden spike in demand. This combined with the current broader market environment of constrained supply, has meant that we have had to put in place a system of product allocation. We have done this to ensure that all stockist customers receive their fair share of product in realistic and acceptable timescales.

Our priority continues to be to help you service your existing customers and projects. However, and recognising the challenges with supply in the current climate, we will still look to support you with any additional demand you might receive, subject to notice and availability.

We are reviewing our staffing requirements given the upturn in activity, however for the moment we would still ask that you contact our Customer Service team with any questions or queries you may have:

08.00 to 16.30 Monday to Friday – orderline@etexbp.co.uk

If you have questions of a more technical nature, or would like to discuss help with a project, please contact our Technical Services team:

technical.siniat@etexbp.co.uk – Siniat drywall technical assistance

technical.promat@etexbp.co.uk – Promat fire protection assistance

We value our partnership, and look forward to continuing to support and develop our business together.

Yours sincerely,



Andrew Tait
Sales and Commercial Director



Paul Noble
Regional Operations Director

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