



COVID-19 PANDEMIC

We are anxious to communicate with all our customers/connections/suppliers and followers as we want to reassure them that their health and well-being is paramount. As a business we are still working as normal, but we are taking all the necessary steps to ensure the safety of both our staff and customers that we deal with.

Here are our action points:

- 1.** Our business will continue to run and we will regularly give you updates on the actions we are taking. We are limiting unnecessary travel and encouraging contact via telephone/video call and email. We will pay close attention to government guidelines and will act accordingly.
- 2.** We have briefed all our staff about their personal protection and we are undertaking a thorough clean of our office using sanitising products, and we are encouraging all staff to be vigilant about hand washing and the use of hand sanitiser. If for any reason employees are feeling unwell, or for any reason they may have come in to contact with someone who has been unwell, then we are asking them to self-isolate.
- 3.** For any customer contact, we will make it clear politely that we will minimise close contact with customers and we will not shake hands. We may ask questions about recent travel history and whether they have, or have not been in contact with anyone showing symptoms, or they are themselves showing or have shown any symptoms of Covid-19.

We are keen to ensure that we do everything we can to stay healthy and not spread the Covid-19 infection.

Please do not hesitate to contact us if you have any questions.

Yours sincerely

A handwritten signature in black ink, appearing to read "Edward Grant-Salmon".

Edward Grant-Salmon
Managing Director