



16th March 2020

Dear Valued Customer,

With regards to the current situation with the Coronavirus Covid-19 I would like to share some important information:

Further to guidance from WHO, the UK Government, NHS and our own internal Health and Safety review we have implemented an internal action plan which includes:

- Suspension of non-essential customer visits and external meetings
- Introduction of control measures for employees and visitors including personal temperature monitoring and maintaining a two-meter distance between employees.
- Provision of personal sanitisation equipment
- Implementation of contingency plans for remote working with full access to telephone and IT systems to allow uninterrupted customer service
- Contingency plans for warehouse and distribution to limit impact on deliveries
- Specific training and risk assessment for drivers with regards to driving and external contact.

Despite our best actions to protect our employees, customers and operational supply chain from COVID-19, this is a worldwide issue and undoubtedly there will be impacts industry wide on the manufacture, import and distribution of products in the coming weeks and months. We currently have strong stocks of core essential materials and components and are working with our supply chain to ensure continuity.

If possible, we strongly recommend taking into consideration:

- Contacting us to order, forecast and reserve any high demand products
- Review any projects our products are used on and make us aware of any changes to the requirements for these projects
- Keep in mind that stock levels may fluctuate due to very high demand for certain material sizes.
- Delays in availability for certain materials and components in the event of border closures in the UK or within our manufacturing countries which include Europe, India and the Far East.



products

global source and supply of metal products

The current Covid-19 crisis emphasises the important role that a professional stockholding operation such as MSS Products can play in keeping our customers factories functioning

We will keep everyone updated on the MSS response to the Covid-19 crisis.

A handwritten signature in blue ink, consisting of several loops and flourishes, positioned above the name and title.

Liam Hall
Managing Director
