



12th March 2020

Dear Valued Customer

Coronavirus (COVID-19) preparations

Our priority at Stago is the health and safety of our staff and customers and with the growing concerns around Coronavirus (COVID-19), we wanted to reassure you that we have strong contingency plans in place to support our customers should the spread of the virus escalate. As you are aware the Coronavirus (COVID-19) outbreak has now been classified by the WHO as a pandemic and the UK government has elevated the risk to the UK from low to moderate.

The situation is changing daily and Stago UK are actively monitoring the information and advice being published by PHE, the Government and the NHS. We are currently following all of the recommendations published on GOV.UK COVID-19: guidance for employers and businesses. Our objective is to keep our employees safe whilst still maintaining continuity of service to our customers, most of whom are at the front line in fighting this crisis.

This letter is to communicate some of the additional measures and preparations Stago UK is making to ensure continuity of supply of its products and services.

These include:

- Stago UK already have a disaster recovery plan in place which can be implemented in the case of significant disruption to our local organisation.
- We have risk assessed our supply chain and can report that our product manufacturing has currently been classified as very low risk. None of the products supplied in the UK are manufactured in the most affected areas and nor are raw materials sourced from these areas. Stago have a local warehouse based at our UK head office in Theale, Berkshire which holds between 3-12 month's supply of product.
- As a manufacturer, supplier and employer we have now been dealing with this outbreak on an international level since December and during this time we have been able to maintain supply and services to even the most affected countries and areas.
- We have implemented a number of measures over and above those recommended by the government to help ensure our business continuity including restriction of international travel and homeworking.

We understand that our products and services are critical to many organisations at any time but now more than ever. Stago believe that our risk assessment and contingency plans mean we are well placed to withstand any possible disruption due to this situation. Please be assured we are putting significant effort into understanding all of the potential risks and putting plans in place for most eventualities whilst also taking due note of the Government's recommendations.

If you wish to make us aware of any special circumstances we should consider for your organisation please contact me at: stago-uk@uk.stago.com or call the Stago office on 0845 0540614.

Yours sincerely

A handwritten signature in black ink, appearing to read "Leanne Annereau".

Leanne Annereau
General Manager