



**Ref: COVID-19 coronavirus**

24<sup>th</sup> March 2020

Dear Sirs,

The global Coronavirus (COVID-19) situation is quickly evolving, and Galgo (UK) Limited is prioritising the health and safety of its employees and customers.

We are following the guidance of government and health authorities on preventing the spread of this virus. As the situation evolves, we will continue to do everything we can. Whilst there are no reported cases of the virus amongst staff at present, we are constantly monitoring. Staff who are feeling unwell are being sent home and we are adhering to the 7 and 14 day isolation period. In addition, we are ensuring that anyone who has recently travelled abroad is being asked to stay home for 7 days as well as following government guidelines and advice for foreign travel.

We are conscious of the fact that we supply water testing kits to a number of companies in sectors that are classed as critical industries in these uncertain times. As such, we will endeavour to minimise the effects to our customers.

In these unusual circumstances that we find ourselves in, we are continually reviewing our situation and procedures. We are in close contact with our inbound and outbound freight operators to ensure the minimum disruption on the supply chain to critical industries.

Please note that all of the goods that we supply are manufactured or supplied by CHEMetrics Inc. who are based in Virginia, USA. Currently, with the restrictions on passenger flight from the USA, several airlines, which would normally also carry freight, are no longer operating flights from the USA. This does inevitably lead to increased demand for the available freight allocation for flying goods into the UK. We have already been warned of increasing freight costs and possible delays to the receipt of goods. Currently, we are maintaining our prices, but we may have to revise pricing for goods and shipping later to account for increased shipping costs and the exchange rates.

Currently, with regards to outbound freight, as there is increasing pressure on the freight delivery network, due to the increased volume of goods being shipped and the risk of potential staff shortages for delivery, we have been informed that collections need to be booked much earlier in the day than has previously been possible. Therefore, we may not be able to arrange for goods to be shipped as rapidly as has been possible in the past. We would request our customers please be considerate in expected timeframes for shipping goods, as we do expect delays.

Please also note that we are not imposing limits order sizes. We hope to be able to continue to ship orders, as normally as possible, while we are able to obtain shipments from the USA. We will do our best to get the goods sent out with minimum delay that is possible, given the current circumstances.

Our thoughts go out to all these affected by the current pandemic.

Best regards

David Winney

General Manager

B.A. Askert

Director

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