



INDUSTRIAL VALVES

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Dear, Customer

As a valued customer and partner, we would like to confirm our current arrangements during this difficult time.

We have all watched with concern as the incidence of COVID-19 steadily increases around the world and at home in the UK. We want you to know of our absolute commitment and a responsibility to work in the best interests of our staff, our customers and our community during this extraordinary circumstance. This is a circumstance where we all need to come together and share ideas, so if you do have any questions or need advice, we are here to help however we can.

We would like to share with you some of the measures we are taking to ensure service continuity to you, particularly during any future working restrictions the government may impose.

Business Continuity Plan

Ham Baker Group has a COVID-19 Business Continuity Plan to ensure we can maintain operations, service and support functions. This plan will be executed in the event of any office closures or social distancing policies. Our response team made up of senior leaders is reviewing the situation daily, and we are working hard to ensure you receive the best level of service we can provide while adhering to any governmental emergency measures.

Our operations

Our telephone system can distribute and divert calls to any location. If the need to work from home arises, more than 90% of our colleagues in office-based functions can work and be fully functional from a home-based location.

We have plans in place to ensure our factory/warehouse function remains operational, we operate on several independent sites/buildings and we can flex people between these locations as required to help keep operations functioning.

Shipping - Our shipping department and couriers are working together to ensure our movement of products are unaffected.

Supply Chain Management – We are working with our suppliers to ascertain any level of risk associated with the supply of parts originating from affected regions. It is anticipated that the level of risk is currently very limited.

Virus control



Industrial Valves Ltd
A HAM BAKER GROUP COMPANY
Company Registration No. 4270582
Registered VAT No. 777113029



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Your safety and the safety of our staff is our main priority. Across our organisation we are encouraging colleagues to minimise unnecessary travel and to conduct meetings remotely where possible. We will also conduct meetings via video conference wherever possible. All colleagues are continually reminded of the precautions they should take, including practising good hand hygiene. We're also speaking to any team member returning from holiday and encouraging self-isolation in line with government guidelines where necessary.

Next steps

We will continue to review our plans in line with government advice and remain committed to supporting you with the highest levels of service.

In the meantime, if you have any questions, please contact us.

For more detail about Coronavirus, please visit the World Health Organisation website here:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Regards

David Pye
General Manager

