

16th March 2020

Dear Customer,

Clearly the COVID-19 (Coronavirus) is impacting us all, both personally and commercially, so I want to make you aware of the steps that we are taking to ensure that we continue to deliver our services to your business.

Taking into consideration guidance from the UK Government, we have adapted our already robust Business Continuity Plan with specific steps to account for COVID-19.

We are implementing the necessary, and appropriate, precautionary measures to reduce the risks to both our clients and staff from today, Monday 16th March. This will include:

- Providing services remotely wherever possible
- Communicating with clients and suppliers using digital tools such as Zoom and Skype, rather than meeting face to face
- Separating our Field Support resources from our Back Office functions to avoid any risk of cross-contamination within our Southampton facility, as a preventative measure

We have tested this scenario as part of our Business Continuity Plan (BCP) in recent days, and now we also are equipping our Field Service engineers with extra tools, payment devices and spares in advance.

As always, the health and safety of our employees, customers and suppliers is paramount. I know that you, like many of our customers, have implemented similar policies for the same reasons.

These are exceptional circumstances for everyone and, despite the situation changing daily, we remain committed to maintaining our business operations to ensure that you continue to receive the highest quality service.

Yours sincerely,



Jeremy Lewis
Chief Executive Officer
Universe Group plc, parent company of HTEC and Celtech