

Update on COVID-19 Impact

DUWEL GROUP continue to monitor Coronavirus (COVID-19) developments within the countries we operate and around the world during what is a fluid, fast paced and continually evolving situation. **Our focus during this time is to minimise the impact to our customers, whilst ensuring the continued health and safety of our employees.**

- We have carried out an internal review of business processes whilst adhering to current Government Guidelines for each of the countries we operate in.
- As with most modern businesses, our systems including communications, finances and customer relationship management databases are cloud based and therefore can be accessed remotely and securely.
- All our teams in sales, technical and administration roles are able to work from home so enquiries and orders will continue to be processed as normal and all group email accounts will continue to be monitored regularly.
- We have implemented an internal communications program with advice on how to recognise symptoms and prevent the spread of illness.
- We have restricted business travel and are using remote meeting technology wherever possible.

We are working proactively with our suppliers to ensure any disruption to your supply will be minimal and as of today:

All of our supplier's production, engineering and other departments are still in full operation.

We are continually monitoring supply routes and assessing potential impact in order deliveries and fulfilment.

Duvel Group will continue to support its customers during this difficult time and we will provide updated information as further guidance is announced.

Sincerely



Roger Duwel
Managing Director
Duvel GROUP