

Coronavirus Statement

We find ourselves in unprecedented times and we understand that, with that, comes a high level of uncertainty and nervousness about your supply chain and its ability to meet its commitments.

We are, understandably, receiving a high volume of requests from our customers for us to provide reassurance and guarantees with regard to deliveries along with specific details of our contingency plans to contend with issues that may arise within our supply chain and/or workforce/production capabilities.

We are closely monitoring the situation and are following the advice and guidance provided by the government at any given time.

Protecting Our Workforce

Following a meeting of our senior team last week, we have taken action to protect the most vulnerable members of our workforce which include working from home wherever possible; where home working is not possible/practical, we have taken steps to create physical distance between our employees including rearranging the workspaces and communal spaces and staggering breaks.

Our Sales and Tendering teams will also be working from home until further notice to reduce the number of staff in the offices enabling us to increase the space between remaining employees and hopefully reduce/slow the pace of transmission as and when this becomes an issue for us.

We have also taken the decision to stop all face to face meetings with customers and suppliers for the time being. This includes factory acceptance / witness tests (FATs).

If you currently have an order with us that includes an FAT, we will be contacting you in the near future to discuss the options available to you such as refunding the amount set out in your order for the testing or providing a video of the tests performed in our standard tests. We will leave any final decisions in this regard as late as possible given the speed at which the picture is changing and will follow whatever the government advice is at that time.

Site Work & Production

We are continuing our site work services but ask that our customers give due consideration to the way site inductions are carried out, whether it is possible to undergo the inductions remotely, or, where this is not possible, that efforts are made to ensure that a reasonable physical distance is maintained between attendees. Similarly, in performance of the site work we would ask that attendance is limited to essential staff only.

In anticipation of school closures, we have identified the members of staff for whom this will pose a problem and we are in the process of making plans involving the possibility of a second shift to mitigate the impact on operations.

Supply Chain - Transformers

With regard to our supply chain and availability of product and materials, as we stand today, transformer production is unaffected. That said, we are at the mercy of any restrictions placed on port controls but have no intelligence to suggest that this is something being considered at this time. The bulk of our transformer manufacture is in India which is currently experiencing relatively low levels of COVID-19 and is restricting entry to the country. Temperatures in India are expected to rise significantly in the next 2 weeks which, it is hoped, will slow the spread of the virus, "flattening the peak", thereby reducing the impact on their production capability.

Supply Chain - Other

We have identified products and materials in our supply chain which have been or have the potential to be impacted by the lockdowns in China and Italy and, wherever possible, have sought to find alternative suppliers or increase our stock holdings.

Thus far, we have been notified of a small number of ancillary components and materials with low or restricted stocks and extended lead times. This list is currently very short but will inevitably extend as time progresses. As and when, we receive such notifications we are assessing the impact and will seek to mitigate it with alternative components or design changes. If your order is likely to be affected by these shortages, we will already have contacted you to discuss any impact and any options available to you. If we have not been in touch to tell you otherwise you can assume that your order is currently unaffected.

All we can do in this regard is to keep as close to our suppliers as possible and to communicate openly with our customers when we foresee any potential impact on their orders and our ability to supply either to specification or on time.

With the ever changing situation, we are unable to make any guarantees about supply at this time. We are all at the mercy of an enormous number of variables which are entirely out of our control. We believe that we have plans in place and are taking all reasonable action to mitigate our risks to the extent possible.

Our stock levels are good and we are in as good a position as we can be at this time.

Please be assured of our continued commitment to our customers and we wish you all the best in navigating the times ahead.

Yours sincerely,



Erika & Simon Wilson
Managing Directors