

18<sup>th</sup> March 2020

Dear customers, suppliers, partners and colleagues,

As the situation around Covid-19 develops, we wanted to reassure you that we will continue to support you during this challenging time.

From the outset we have been taking proactive steps to minimise the impact on our business operations and protect our global team. Like most businesses, we are experiencing some day to day disruption, but we are committed to support our customers and aid in the fight against coronavirus.

The safety of our employees remains our paramount concern, and we have implemented several new measures to ensure that our team is safe and is properly supported by Palintest as the situation evolves. Social distancing has been implemented across all our sites, with many of our staff now home-based. Despite these changes, our team is on hand to support you at any stage by phone or email.

As anticipated, we have experienced some global supply chain shortages but we have been well prepared and have in large, minimised the impact on our business. This is due to a fantastic effort both from the Palintest team and from some of our key suppliers who have been supporting us every step of the way.

In an effort to support the most critical activities; we have been focusing our operations on producing the essential water quality test kits which help to protect lives and the environment. With disinfection critical to help control the spread of coronavirus, we have been working closely with government and health organisations to ensure that they have the equipment they need.

I would like to extend my gratitude to our suppliers, customers and my colleagues who are helping us to continue to operate Palintest as normal. Our extended team has demonstrated a firm commitment to producing our critical water quality kits, ensuring that we can continue to safeguard water for everyone, every day.

For now, we remain committed to supporting you at this difficult time. We are closely following the government and WHO advice for any further updates and are ready to react to further developments. Should you have any questions or concerns, please contact your Palintest representative or email our team at [sales@palintest.com](mailto:sales@palintest.com)

Yours sincerely,

Kim Thye Lee  
Managing Director  
Palintest