

March 2020

CRITICAL PRODUCT SUPPLY DURING COVID-19 PANDEMIC PERIOD

Dear Customer,

In response to the Covid-19 situation Trent Refractories Ltd will continue to operate in a responsible and safe way; always working within the guidelines issued by the relevant Government authorities.

We are committed to doing our utmost to ensure your supply chain is uninterrupted during the pandemic. This includes

- Securing strategic raw materials
- Enhancing normal buffer stocks
- Ensuring multi skilled workforce capability, including remote working where necessary.

It seems inevitable that different countries will be in varying stages of the effect of the virus so it may be that supplies from these regions may be affected.

Although we can make a judgement call on what you may require we would ask you to review your current and future needs and place orders for critical products accordingly.

Should you encounter any other supply chain difficulties we will endeavour to assist you wherever possible.

We will contact you in the near future to ascertain if you have any extraordinary requirements.



On behalf of Trent Refractories Ltd



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