

7 February 2020

### **Coronavirus Statement**

This statement is written to summarise SLS' activity and current position on the supply of products impacted by the current Coronavirus (2019-nCoV) outbreak.

#### **Continuity of Supply for Existing Customers**

SLS are liaising closely with suppliers and customers to ensure that existing demand for the regular supply of Personal Protective Equipment (PPE) is maintained. Excessive demand has made this challenging and we are prioritising the supply of existing customers over any new enquiries. Customers should be aware that lead times for affected products may be longer than usual.

#### **Access to Products Manufactured in Affected Areas**

A small number of products are sourced directly from the affected areas and ongoing supply of these products may be more problematic. In most cases, alternative products will be made available and we will advise customers directly on the status of their orders.

Other products supplied from unaffected areas in China and the rest of the world will continue to be available.

#### **Large Volume Orders**

We have recently received many large volume orders and enquiries from both existing and new customers. Satisfying these orders will have an unacceptable impact on our ability to support our current customers with their regular supply needs.

In order to accurately manage customer expectations, SLS will offer quotations and lead times only after consulting with manufacturers for a limited number of PPE products. During this time the provision of information on enquiries may take longer due to the overloaded demand on the global supply of PPE products.

#### **Other Mitigation Activity**

SLS have an extensive network of supply partners with whom we are liaising to minimise any disruption to supply.

Where possible we are working to increase our own stocks of product.

Where alternative products are available, we will propose these to our customers in the event of stock outages.