



Covid- 19 response

12th May 2020

To whom it may concern

I hope that you, your families and colleagues have kept safe and well during this Pandemic. These are unprecedented times, and throughout the last 15 weeks we have faced the challenge of managing the effects of the virus within our 32 global locations as it spread from Asia, into Europe and laterally the USA.

Very early on we set up a Covid-19 Task Team at Board level supported by senior people across all disciplines. This Team meets on Skype every morning at 7.30 am to assess any issues and to put any required actions in place. We have micromanaged the parts that we supply to our customers on a daily basis, and I can confirm that we have not failed to support any customer. There have been challenges, but we have succeeded in maintaining our Supply Chain throughout.

We have been very fortunate as our sites have remained open, albeit with reduced staff and different shift patterns. This has been helped by the fact that we are an “Essential Supplier”, as we service many sectors including: Medical; Defense; and Communications 5G.

We have been inundated with customer requests for proof that their stocks were not at risk, in many different document formats. Due to the time required to complete all these documents, we have instead communicated regularly in writing to our customer base assuring customers that if our stock fell below a certain level, and if we had a concern, that we would notify them in plenty of time to work together to find a solution. This has not been necessary as we had adequate stocks, and therefore the integrity of the supply chain has been maintained as we have not had to change sources or deviate from any agreed processes. These communiques are available on our website www.trfastenings.com

The next wave of communications that we are seeing from our customers has been about the plans we have in place for safe working and our return to work protocol. I attach the internal TR document which I am pleased to be able to share with you, and I hope that this answers any questions that you may have.

Unfortunately, we are unable to answer all the detailed requests that we are receiving. Should we have any type of supply concern with your parts then we will contact you in a timely manner to discuss or resolve. I can reassure you that we are doing everything in line with the WHO rules and those of the individual governments within the countries that we operate in.

I hope that we can take this opportunity to choose a ‘New Normal’ as we all review the things that we have previously considered ‘unchangeable’ and move forward together in the best possible way.

Yours sincerely

On behalf of **TR Fastenings Ltd**



Maddy Webb
Director of Quality