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Coronavirus Communication – update 2.03.2020

To whom it may concern

This note is to update you on the actions we have taken since our last communication.

Initially the concern was contained to China and Hong Kong. We have a very low percentage of product that comes from this area, so it was relatively easy to assess the supply situation. Standard product is not an issue as we have substantial stocks around the Group. The focus has been on special parts to customer drawings and in establishing the stock levels in TR locations outside of China, including the stock that is in transit to us. We set a criterion to flag up any part where we had less than 12 weeks stock, and then a plan of action would be put in place if we assessed a risk to your supply chain. At this stage we would have informed you so that we could work together to mitigate the problem part. So far that has not proved necessary.

We mapped each City in China where we had a vendor and then established if they were close to the epicentre of the virus in Hubei province. Each major city had local government rules applied to them regarding how and when they could return to work, and our vendors have been very supportive in supplying information to assist. We are now seeing a slow return to work and product is being despatched with a few exceptions. We have over 85 staff in China, and our first concern was for their safety and that of our vendors. We have 8 TR manufacturing sites, and thankfully these were all outside of China.

However, as you know the virus has spread to other areas, so we are repeating the exercise we conducted in China and have extended this to supplies coming from Japan, Taiwan and Italy etc. Our focus is in ensuring that we do not give you a supply problem, but we are being inundated with requests for information by part number, country of origin and stock status etc. This is totally understandable, but we are getting requests from many customers in different formats etc, and it is proving difficult to answer all of them. Instead as a Reliable supplier we will commit to informing you if we have a supply concern.
TR sourcing, purchasing and sales teams are better focussed on working through any issues, communicating with our vendors and constantly assessing our supply position. Thank you for your anticipated understanding.
Assuring you that we are doing everything we can to support during this very difficult time

Glenda

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