



19/03/2020

Dear Partner,

COVID-19 is foremost in all of our minds, and now – more than ever – people are relying on our industry to answer the needs of a planet in the grip of a medical crisis.

At ACG we're doing all we can to provide an uninterrupted supply of products and services to our customers and – as a supplier – your role in helping keep us stocked and equipped to do so, is critical.

Please know that we are equally committed to looking after you and your business health during this time too. We'll keep you 'up to speed' on any new developments and will be as open and transparent as possible about changes that might affect you. Please do the same for us, and feel free to talk if you have any problems or concerns. Together, we'll find a way!

Also, please be patient if your usual contacts at ACG don't respond instantly right now – parts of our operation are working from home, and we have placed a ban on travel, events and gatherings in order to limit physical contact. But we're still just a call or email away.

In cases where you have to visit an ACG factory or office, kindly note that our sites are under strict protocols of hygiene and bio-security, with additional measures like thermal scanning in place to protect those on the 'front-line'. Thankfully, we have no COVID-19 infections amongst our people, and we intend to keep it that way while also continuing to function effectively.

People are our first concern – our associates, suppliers, partners, customers, and end-users. What we do in this industry and at ACG is dedicated to helping make people, and the world, healthier. It may be our business, but right now it's also about so much more.

Thank you for your partnership with ACG. Together with you, we can (and will) make it better.

To you and your loved ones, stay safe and keep well.

A handwritten signature in black ink, appearing to read 'Karan Singh', is written over the typed name.

Karan Singh

Managing Director

ACG