



Static Systems Group – Customer Communication

COVID-19 update 5 January 2021



Dear Customer

I am sure that you are as concerned as I am about the COVID-19 virus and the potential impact it could have on you, your organisation, employees and their families.

As a responsible company, the health, safety and wellbeing of our customers and their employees, Static Systems Group [SSG] employees, our business partners, and all of their families has to take the highest priority.

Therefore, we have taken a number of significant measures which we would like to keep you informed about. We will continue to update this notice to keep you apprised of the actions we are taking in the current situation.

To minimise the risk of infection as far as possible, we have been following all guidelines issued by Public Health England and all SSG employees are advised to follow World Health Organisation (WHO) recommendations on hygiene and personal precautions. This includes guidance on travel restrictions, what to do for people returning from a risk area or if someone is developing symptoms similar to COVID-19.

We have created an Employee Update Sheet which will be reviewed as appropriate and offers advice and guidance to our employees on COVID-19, including preventative measures and actions to be taken in the event of an occurrence. We are communicating with our managers and employees on an almost daily basis to keep themselves updated on what is a changing and challenging situation.

SSG's Leadership Team are in close, regular contact (via Skype and Zoom meetings wherever possible) with our customers, supplier networks and business partners around the UK, as well as with our Agents worldwide. We are preparing further advice and guidance, reviewing our policies and procedures, as well as updating our business continuity plans as the situation in the UK develops.

We introduced steps to be a COVID-19 Secure Workplace earlier this year and have employees working safely both at home and our Wombourne offices, to continue to meet the requirements of our customers during this important time.

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SSG have 45 engineers based around the UK, equipped with routine spares and we are confident that we can meet your service and project needs.

We are in the fortunate position of being able to manufacture the majority of products in-house, including electronic circuit boards and enclosures. This gives us great flexibility in being able to adapt to any issues that may arise.

We do have concerns about component availability but we are, where possible, purchasing increased stocks of critical components to ensure that, wherever possible, deliveries are not compromised.

We have reviewed our inventory pipeline for any components directly sourced from China and are working to mitigate any potential risk.

We have sent a communication out to all our non-Chinese suppliers requesting risk assessments of our supply chain – we are focussing on responses from identified high risk suppliers.

We will take any action necessary in order to protect the health and wellbeing of our customers, business partners, employees and their families.

Through the commitment, passion and dedication of our employees – supported by our remote working and connected technology platforms – we will continue to provide the levels of service and support that you expect and deserve. It's not quite 'business as usual' in these strange and uncertain times, but you have my assurance that we will continue to be there to support the needs of you, your organisation and employees.

As a UK company, I believe that we should do all we possibly can to keep the wheels of the economy turning and we are determined to play our small part in mitigating the potential devastating effects of the pandemic on the global economy.

Should you have any further queries or specific requirements, please do not hesitate to contact your usual SSG representative.

Many thanks for your continuing support of Static Systems Group Plc.

With kind regards and best wishes,

Adrian Turner

Group Managing Director, Static Systems Group Plc.

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