

Dear Customer,

From the 5th of January England will again enter into another national lockdown. With restrictions lasting until when the government deems coronavirus case levels have dropped to a safe level. Under the new rules a number of non-essential businesses will have to close, most notably in the hospitality and service industry sectors.

Fortunately, at Cambridge Sensotec, we will be allowed to continue our manufacturing and production. With adjustments in line with governmental guidelines at our factory we have become a Covid-Secure workplace which will allow us to continue to operate throughout the pandemic and minimise the risks of COVID-19 to our on-site employees.

Yet again our sales representatives and other office-based employees have been asked to work from home if they are able to do so. Our team will however remain fully contactable and can continue to serve new and existing customer inquiries, respond to service-based queries and any other concerns you may have.

We are pleased to confirm our full range of services and products are available, with our production operations continuing as usual. Nevertheless, there are increased lead times for some key components which may affect delivery times moving forward. We are doing everything in our power to minimise this disruption however please bear with us during these unprecedented times.

We will continue to monitor the situation and as circumstances change, and we may reach out to you with further updates.

In the meantime, please stay safe and be assured that we will continue to do our very best to support you.

Yours Faithfully,

Mark Swetnam

SERVICE STATUS

An overview of COVID-19's impact on the vital components of our service.



DELIVERY

GOOD

Normal delivery service is in place.



PHONE

LIMITED

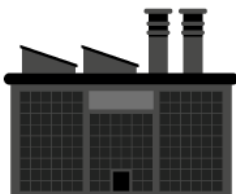
Due to office-based staff working from home call handling is diminished.



STOCK

GOOD

Most stock levels are good, there are limited supply chain issues which may adversely impact services



PRODUCTION

GOOD

Cambridge Sensotec production is active. No current disruption.



EMAIL

GOOD

Most office-based staff are working from home and can respond to email.



MEETINGS

LIMITED

Remote only. Due to social distancing on-site meetings are discouraged.