

## **KEEPING OUR STAFF AND CUSTOMERS SAFE DURING THE CORONAVIRUS PANDEMIC**

Norcros Adhesives is working at this time to maintain, to the best of our ability and as our number one priority, the health and wellbeing of our staff and our customers. All actions taken by our company at this time are in accordance with the relevant Government and Public Health England guidance.

Many of our staff are now working from home, and within our business we are taking the necessary precautions to maximise safety. This includes:

- Implementing social distancing in the workplace.
- Hand sanitisers and hand washing facilities throughout our premises.
- Published NHS advice shared throughout the company.
- Meetings conducted by telephone or online.
- Staff in many areas, such as finance and sales working from home, with the same access to company systems.

## **SUPPORTING OUR CUSTOMERS WITH UK-MANUFACTURED PRODUCTS**

We are focussed on providing a normal service to our customers, wherever possible. This is a rapidly evolving situation, which we are monitoring constantly. At the moment our manufacturing and distribution operations are continuing as normal. We are confident that this can continue, while we are also taking the necessary precautions to ensure that our workers, supply chain partners and customers are adequately protected from risk.

We manufacture all our core adhesive, grout and floor preparation products in our centrally-located Stoke-on-Trent facility. Recent investments that we have made in our manufacturing capability have greatly enhanced both our flexibility and production flow. We have also invested significantly in stockholding to ensure continuity of supply for customers. These precautionary measures that we had put in place pre-Brexit mean that we have sufficient stock to meet demand for the coming months.



Our supply lines are robust, following several years work to maximise local sourcing of materials within the UK. We are therefore well-placed to continue manufacturing our full range of products, even under the current challenging conditions.

### **CONTACTING NORCROS ADHESIVES**

Customers should be assured that all our normal telephone numbers and email addresses are continuing to operate, even where staff are working remotely. Please do not hesitate to contact us by phone or email if you have any queries.

### **THANK YOU FOR YOUR SUPPORT**

We would like to take this opportunity to thank all our customers and staff for your continuing support and cooperation during this unprecedented and difficult time for our industry and our families. By observing Government instructions on social distancing and staying at home as much as possible, we will get through this latest challenge and we will be ready for the return of normality when it comes.