



Service Update - Coronavirus (COVID-19)

Further to the developing crisis with the Coronavirus (COVID-19) we are keeping you informed regarding our position regarding the services we provide.

Shortly after the COVID-19 outbreak occurred in China, we began reviewing and implementing provisions as a part of our overall business continuity plan. This plan outlines specific steps Eurogroup/Europest has and continues to take to safeguard employees' and customers' health and well-being during a pandemic while ensuring the Company's ability to maintain fundamental operations and continue providing essential services to our customers.

1. Management are discussing the situation on a daily basis.
2. All employees are continuously updated on the spread of Coronavirus and how to plan our service accordingly.
3. All employees have been educated on safe hygiene practices to minimise risk of contracting/spreading the virus.
4. All employees are aware and regularly updated on symptoms associated with the virus and will strictly adhere to our sickness reporting procedures including travel disclosure and or relevant symptoms pertaining.
5. All employees are provided with a suitable sanitizing system and personal protective equipment in order to safely operate on customer premises.
6. As we are involved with the protection of Public Health, we are a critical service provider. We therefore have a contingency plan in place to maintain services to our customers. If a regular technician is unable to attend, we have sufficient resources to dispatch an alternative technician. However, a slight delay may be experienced in some cases. Our service management system is electronic and managed in real time, thereby allowing us to respond and reschedule resources when and where necessary to satisfy demand.

Service Provisions

To date none of our staff have been affected by the virus, and it is business as usual, but it's probably only a matter of time that we will find ourselves with restricted resources. We have contingency plans in place to ensure all of our customers will be responded to whenever you need us. I would ask that you please be patient with us, if your call takes a little longer to be answered and/or responded to.

Whilst I fully anticipate that we will be able to keep up our "industry leading customer service" that you're used to, there may be days ahead of us where we struggle to meet our own high expectations.

Thank you in advance for your understanding.

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