

9th September 2019

Dear Customer,

As a manufacturer, delivery of your new worktop is obviously at the centre of everything we do and therefore, our planning for continuity of supply is well advanced.

We have a cross-departmental Brexit team who continue to meet regularly and engage with external experts to ensure that our planning remains robust and relevant to defend our customers from any supply, or service complications. Through this work, we believe we have identified many of the risks that a no deal could bring and implemented various measures to avoid delays and disruptions to our supply chain.

Examples of action taken include:

An increase in our stock holding of 'at risk' products, a review of our inbound supply routes and the establishment of appropriate logistical accreditations to reduce potential customs delays: this work has also identified alternative routes and modes of transport which could be used to avoid congested ports, and leveraging our extremely close relationships with our Continental supply base, to ensure that we have the agility to react quickly to all scenarios.

Whilst we continue to do all we can to protect our business from the effects of Brexit, there are of course things which we are unable to influence. These include the steep devaluation of Sterling, (which as a business we have already absorbed for several months); potential product tariffs, labour shortages and increased product costs. To this end we will regrettably only be able to honour our quotations as a fixed price up to 30 days from the date of issue.

Nevertheless, as one of the most established and reliable manufacturers of worktops in the UK, please be assured that no matter what challenges our economy and supply chains may face, we will continue to operate our leading service levels in the months and years to come.

Your sincerely

Jamie Dowdall

CEO iWorktops