



Friday 3rd April 2020

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Dear Customer,

As you are aware, as of Monday 23rd March the UK government imposed a country wide “lockdown” affecting the majority of the population and businesses. As Mast Group Ltd is a key supplier of the NHS with products for the detection of infectious diseases, including products for COVID-19 testing, we are still in operation today and will continue to operate as normally as possible unless and until the government advise otherwise.

Mast Group Ltd is actively monitoring the information published by Public Health England (PHE) and is actively following the advice of Her Majesty’s Government. As a Company, we are taking as many precautionary measures as possible as previously advised. In addition:

- As many staff members as possible in administration and support functions are working from home;
- Essential staff in direct supply chain roles are observing social distancing rules;
- All meetings of more than two peoples are conducted via tele- or video-conferencing;
- Work patterns and production priorities are being constantly monitored and adjusted as required.

So far, these measures have enabled Mast to maintain good service levels for our customers and Mast Group Ltd intend to maintain these service levels for the foreseeable future.

Clearly the situation is changing rapidly and ultimately is largely outside of the control of any of the supply chain companies. We will maintain a watching brief as the situation develops and do everything in our power to maintain supplies.

Thank you.

Neil Warburton

Operations Director