

# TROX UK LATEST TRADING SITUATION (05/01/21)

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date	rubric
05.01.2021	company

Due to the current global health situation the primary goals for TROX UK are to ensure the health and well-being of all staff, customers and their families whilst trying to reduce the risk of spreading COVID-19. To this end we are continuing to follow the latest UK Government advice.

As one of your key suppliers, TROX UK recognizes the importance of providing you with the latest information relating to deliveries and our trading conditions. In light of the latest UK Government advice we continue to receive queries as to our current manufacturing and site situation.

- Following relevant UK Government guidelines, the TROX UK Thetford site and London office are COVID-secure.
- The Thetford site is not open for general or non-essential visits and you should discuss with your TROX contact ahead of travelling.
- We can confirm that our manufacturing operations continue to meet customer demands. We will continue to operate whilst doing so aligns with UK Government advice.
- All employees who are able to work from home are now doing so and our TROX homeworking network is available to deal with your technical, estimating and contractual enquiries.
- Our international supply chains continue to be under review and we are holding additional stock where possible. In addition, early manufacture will be implemented where appropriate to facilitate meeting the needs of our customers.
- As a subsidiary of TROX Group (a €530M global manufacturing organization) we will look to draw on the support of our parent company and our sister manufacturing subsidiaries to meet the needs of our clients if required.

All customers will be notified at the earliest opportunity of delays or changes to their orders. We respectfully request that you also notify TROX UK should your ability to accept deliveries change.

To enable us to better meet our clients' needs at this time we are also asking all customers to provide:

- Advanced visibility and the early placement of orders.
- Guidance as to stock-holding plans in the event of construction site closures.

As the UK Government guidance changes should you have further questions please direct them either to your local Key Account Manager, TROX UK Contracts Department, or myself as necessary.

Neil Addison  
TROX UK Managing Director (Sales and Technical)