

STATEMENT ON THE NOVEL CORONAVIRUS COVID-19

Updated 26-Mar-2020

In line with advice from the World Health Organisation (WHO) and the Government, in regard to the spread of Coronavirus (COVID-19), Fargro has put in place processes to avoid unnecessary risk to our employees, customers and suppliers.

PROGRAMME OF ADVICE

We have prepared advice for our employees on how to protect themselves and what to do if they or a colleague starts to show symptoms of the virus, including how to effectively self-isolate. This advice is regularly updated on the Fargro HR Portal.

We have implemented our Business Continuity Plan for working from home, so now operate a skeleton staff at our offices.

INTERRUPTION TO SUPPLY CHAINS

Fargro are in regular contact with our shipping agents. At present we are not experiencing and do not anticipate significant delays in any products already ordered, including those from China. However, the situation is fluid and under constant review.

It is anticipated that shipping costs globally and within Europe will increase as a consequence of "blank sailings".

There are some delays in cross border EU freight, but this has not caused any material issues to date.

Most of our key suppliers are still operational and we're able to source alternatives where necessary.

Our third-party logistics suppliers are unable to commit to their normal high levels of service due to the unprecedented demand for B2B and B2C deliveries. Consequently, we are unable to guarantee our normal 24hr/48hr delivery schedule. Our own fleet's delivery runs are unaffected at present, but this may change if we become short of drivers.

We have informed customers whose orders have experienced delays and will continue to keep customers apprised when delays occur or increases to shipping costs are expected.

RISK OF INFECTION FROM PACKAGING MATERIALS

Currently there is no evidence to support transmission of COVID-19 associated with imported goods. In general, because of poor survivability of coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets.

POSTPONEMENT OF MEETINGS

All group meetings are now postponed or will take place using video conference facilities.

FLEXIBLE WORKING

As of 18-Mar-2020 all employees who are able to work from home will do so. A skeleton team will remain working from the office until such time it's prohibited or otherwise considered unsafe.

Our customer services team, purchasing team, accounts team and technical teams are working remotely and will remain available during business hours on the normal phone numbers.

Our warehouse and logistics team are unable to work remotely, so detailed guidance and equipment has been given to those employees to ensure their safety whilst continuing to provide the best service we're able to our customers.

TRAVEL ADVICE

Fargro has advised employees not to travel for business purposes.

As a customer or supplier, we hope you will understand and accept this if a meeting is postponed or takes place by phone or video conference.

OFFICE PROVISIONS

Fargro has updated all office provisions with additional hand sanitiser, anti-bacterial soap, and tissues. These provisions are not provided to enable employees who feel unwell to attend the office, but rather to encourage good hygiene practices and help prevent the spread of any infection should an employee carry the virus but be unaware.

BUSINESS CONTINUITY PLANS (BCP)

All BCP's are being reviewed to further mitigate potential risks.

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