

Coronavirus: Camira Business Update

24th March 2020

This is a global emergency which we face together, sharing the same hopes for it to pass, the same concerns for the health and wellbeing of our loved ones, and the same desire to weather the storm collectively as we navigate our way through the unknown weeks ahead.

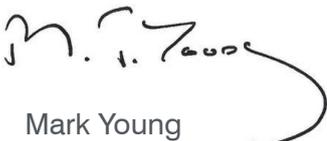
Many individual countries – and regions within countries - are applying severe restrictions on movements as well as extreme social distancing, which is enforcing temporary closures at both suppliers and customers. To protect our own workforce and to enable us to focus exclusively on order fulfilment, all Camira UK manufacturing will be suspended from 6.00am on Wednesday 25th March until Tuesday 14th April, but our UK warehouse and distribution operations will remain open. This will allow us to fulfil existing and immediate future orders from our large stockholding provision, as well as continuing to receive raw material deliveries so that we can quickly pick up manufacturing when we're in a safe position to do so. Our North American warehouse in Grand Rapids has also closed from today until 13th April, in line with directives from the State Government of Michigan. Where possible we will endeavour to route orders for North America through our UK distribution centre. Our warehouse in Shanghai also remains open for business.

Key Points for Information

- Camira manufacturing at our sites in the UK is temporarily halted from 6.00am on Wednesday 25th March until Tuesday 14th April.
- UK warehousing and distribution remains open, with a priority to fulfil existing orders and accept new orders for customers whose operations are continuing; our stockholdings have always been a bedrock of our service proposition and we are very pleased to confirm that we are in a very robust position to be able to meet order demands over the weeks ahead.
- US distribution is temporarily closed, but where possible we will try to fulfil orders through the UK.
- China operations and our warehouse in Shanghai remain open for business.
- Orders on hold / call off orders – we will contact you to establish what holding is reasonable going forward. Sharing visibility of your future forecasts will help us support your business to the best of our ability.
- Samples – we respectfully request that you question whether you truly need actual physical samples at this moment in time. Our website provides downloadable scans of individual colourways, tileable images and swatch cards.
- Our core teams, across sales and customer services, are working remotely from home and are contactable either by email or phone using your usual contact details. The exception is our Chinese team who are working out of our Shanghai office and have been getting back to a degree of normality over the past two weeks. We look forward to when that moment arrives in other parts of the world.

In this period of upheaval we appreciate more than ever the support and resilience of all our colleagues, customers and wider supply chain and distribution partners in managing our way through the unfolding crisis. Rest assured that we remain healthy as an organisation and as individuals, ready to face the challenges ahead, continuing to be able to fulfil order demands now and resume our usual manufacturing operations just as soon as it is possible to do so. We thank you all for keeping communication channels open and we send you every good wish, not only for business continuity, but for a safe passage through the weeks ahead.

Best regards,



Mark Young
Group Sales Director