

Coronavirus: Camira Open for Business

19th March 2020

General Update

The Coronavirus crisis has accelerated more quickly than we ever thought possible, with a rapid escalation of COVID-19 cases reported in the past week. More cases and deaths have now been reported outside China and many countries have introduced much more stringent lockdown and social distancing measures. We sincerely hope you are coping with the crisis, both in terms of keeping safe and well, and managing your business through the economic aftershocks.

Camira Operational and Status Update

Our prime objective for business continuity is to maintain production of finished fabric, to keep our warehousing and distribution open, to maintain the despatch of samples for project specification, and to provide ongoing customer services through our UK and US operations.

- All our **manufacturing sites**, distribution facilities and admin functions remain operational. We continue to operate three shifts at our main UK manufacturing site, with increased precautionary segregation at shift handovers and staggered breaks.
- Our **raw material supply chains** are holding up well, with European yarn suppliers continuing to produce, including in Spain, Italy, Germany and Bulgaria. The main challenge is transportation, with some potential delays due to disruption of European freight routes. At the moment, there are no impacts, but we will keep you updated as necessary.
- Our **stockholding** of yarn and finished fabric remains healthy to fulfil projected demand.
- **Sampling:** Our sample despatch centres (in the UK and USA) are staffed and operational and shipping worldwide. Samples can be ordered as normal via your usual method. If you're not yet ordering online, now is a good time to set up an account and order via our website.
- Our **showrooms** in London, Stockholm, Chicago and New York (Luna Textiles) have been closed until further notice to protect both customers and colleagues.

Customer Services, Sales and Remote Working

In line with UK and international governmental guidelines, we are implementing – wherever possible – remote working practices:

- The transition of our **UK customer services** team to remote working is currently being implemented. Direct Dial numbers will remain the same, so please use your current direct numbers. We also have a general email enquiry address and all enquiries will be answered: info@camirafabrics.com.
- In the **USA**, we are operating a rotating schedule of four customer service advisors working from home and one in the Grand Rapids office. Please use your usual contact number for Grand Rapids.
- Our **sales team** are now working from home, rather than making face to face appointments, and are available by phone, Skype or email for client meetings or to offer support and advice.

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China Operations

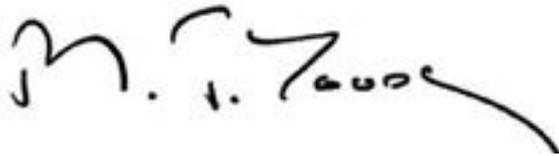
We are pleased to share that our Chinese office and warehouse in Shanghai have been back up and running for the past two weeks and our colleagues are back at work after closing for around two months. Our Director of Sales for APAC reports that Chinese facilities in general are getting back to work. Our Chinese supply of product is also being manufactured, with shipping to the UK booked for the end of March.

Our wide range of precautionary measures remain firmly in place and we will continue to update you on a regular basis as these unprecedented global circumstances continue to evolve. We send you our warm wishes for your own wellbeing and business continuity. Most importantly we hope you and your families are keeping safe and well.

All ongoing information and updates relating to Coronavirus can be found online at:

<https://www.camirafabrics.com/en/news-and-events/coronavirus-status-update>

Best regards,

A handwritten signature in black ink, appearing to read 'M. Young', with a long, sweeping underline.

Mark Young
Sales Director