



SERFILCO®

Chemical resistant pumps & filters engineered for industry

Dear Valued Customer

In view of the escalating COVID-19 situation globally, SERFILCO would like to re-assure you that we are continuing to operate at full capacity from our US, UK, Germany & China facilities. Where home working is sensible this is being encouraged and we are adopting social distancing strategies within our office and factory space, with our team members' and clients' safety and wellbeing uppermost in mind.

Production and other essential staff are continuing to work at our global locations under strict prevention & control measures. Considering government advice, we will only be undertaking essential customer visits where health checks are in place and encourage digital/remote communication wherever possible – we are standing by to assist you and support you in any way we can.

In regards of supply continuity we have been in constant contact with our supply chain and have gained assurances from our suppliers, several of whom are sister companies within the SFC Group, that the products which we purchase are not affected and our logistics suppliers have confirmed that they do not foresee any disruption to our ability make deliveries to global locations. As countries/states may enact 'closures' this may well change, and certain product supply may be affected as local and/or federal government policies change.

COVID-19 has presented extraordinary challenges that were hard to imagine a few months ago. Please be assured that we are doing everything possible to maintain a level of service you have come to expect from SERFILCO. We will continue to monitor events and adjust accordingly and will maintain close contact with you as the situation evolves. Our teams will be in contact with you about any immediate issues that need to be addressed.

We stand together with our suppliers and customers and sincerely hope that everyone can stay as safe as possible. Our thoughts and prayers go out to anyone directly affected by this virus for a speedy recovery.

Best regards

From the SERFILCO TEAM