

AES Engineering Group Coronavirus Update – 13 March 2020

Dear Customer,

You will have undoubtedly seen the recent media coverage regarding the coronavirus outbreak and we understand that you may be considering any potential effects to your own supply chains. We want to provide an update regarding your AES Engineering Group services including AESSEAL, AVT Reliability and AVT Pump (the Group). Our manufacturing base is truly global and our stocking policies and logistics capabilities strengthen our ability to continue to deliver our customer service aims throughout such a global event.

The Group is committed to providing a safe environment for our employees and ensuring business continuity to the best of our abilities in service to you; our customers and partners.

Stock Availability

We have not identified any critical products that are solely obtained from China or any other significantly affected country and therefore we do not envisage there to be any disruption in supply. Alternative sources have been in place for some weeks and so you should not be affected as a Customer. We are primarily an assemble to order business and hold circa £30 million stock inventory globally at any one time.

Human Resource Management

We have developed internal plans with our international subsidiaries to allow for the continuity of leadership in the event of the absence of key decision makers and executives. As a global business, we are able to allocate relief and temporary managers to deal with day-to-day decisions. We are preparing for potential eventualities including the possibility of our employees working remotely if required.

We have allocated flexible work arrangements for employees as and where necessary in our potentially affected subsidiaries to ensure that there is minimal disruption. We are working closely with these subsidiaries to ensure that non-essential business travel is kept to a minimum. We have also attempted minimising risk by splitting employees across multiple sites and at various locations. We are closely following all Government advice to ensure both the safety of our staff and the continuity of our business.

If you use our Machine Sentry services rest assured that as a cloud-based SaaS service, we can manage business continuity challenges virtually and we anticipate no impact to this service.

For any 'service based' site support work, we have implemented robust internal procedures to minimise any employee exposure to the virus to ensure business continuity. We have attempted to minimise face-to-face interaction by our service staff and will be conducting meetings via online portals wherever possible.

Visitor and Employee Screening and Hygiene

We have introduced additional hygiene provisions to minimise the risk of infection. All employees are being reminded to avoid crowded places, wash their hands regularly and avoid unwarranted physical contact with other people. Cleaning personal workspaces has been implemented across all sites and cleaning staff are regularly sanitising door handles, taps and all common use areas throughout the day.

All visitors are controlled and face-to-face meetings are being kept to a minimum. We have also introduced health screening forms for visitors and employees to complete before they enter our premises and/or when there is a suspected infection.

How this affects you the Customer

We have already taken the positive action of moving our supply chain for necessary and vital components from seriously affected countries to other countries. This means that any disruption to your supply should be minimal and we anticipate our supply to continue at our normal service levels.

We commit to continually strive to provide the best level of service possible. We will therefore continue to monitor the situation to the best of our ability as this global situation develops. We will inform you of any revised lead times when they become applicable but our current position remains that you should see no change in the level of service you receive.

We greatly appreciate your understanding during this period and we remain confident that our policy to back our service promise with extensive stocks will allow us to deliver the service that you and your market expects.

Best regards

Naz Shabir

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