



Our Supply Continuity Strategy

Dear Customer,

We continue to closely monitor the development of the Coronavirus (COVID-19) outbreak and of course our priority is to ensure the health and wellbeing of our staff, customers, suppliers and other stakeholders.

We want to share details of our infrastructure to give you confidence that we are in the best shape to keep you building.

Eighteen months ago, we invested heavily to create a diverse and low-risk operation, enabling us to manufacture Staircases, Stair Components, i-Joists, Floor-Kits & Door-Kits from:

- **12 facilities**
- **6 separate manufacturing units**
- **3 geographical locations in the Midlands, UK**

This significant investment means we now manufacture all components and products in-house, mitigating the risks associated with importing components from outside the UK and Ireland.

As part of this future-proof strategy, we set up teams in individual Customer Support Cells consisting of Technical, Sales Coordination and Customer Service staff. The teams are spread across various locations to mitigate the risk of service disruption and as you would expect, our I.T. Department have instigated our plan for remote working should that become necessary for any of our Cells.

We are fortunate to have the backing of Travis Perkins PLC, supporting us with full services, including storage and supply chain benefits.

In summary, we want to reassure you during this period of uncertainty that we have the capacity and infrastructure to service your current and future needs.

We wish you and your colleagues the best of health.

Staircraft Group