



Finning UK & Ireland COVID-19 Response

The evolving spread of COVID-19 is having a profound effect on our employees, customers and their families. Our thoughts and best wishes are with all those affected at this difficult time.

Whilst this unprecedented outbreak is affecting every one of us, we are committed to playing our part in minimising the impact of the virus; both in terms of the health and wellbeing of our colleagues and customers, and in terms of our service delivery. We have put in place robust contingency plans to minimise any disruption to your business.

Our business continuity plan is focussed on prioritising critical customer applications and continuing to support our customers wherever possible, with the full support of Caterpillar®. The steps we are taking include:

- Updating and informing our employees about how to stay healthy.
- Suspending all international travel and non-essential regional travel.
- Providing clear direction on safe working environment procedures and customer interactions.
- Identifying and ensuring those who may be symptomatic do not come to work and focus on their wellbeing.
- Supporting flexible work and virtual meeting options for those employees who can work from home.
- For employees where working from home is not optional, we have implemented rotational remote working procedures.
- Encouraging the use of parts.cat.com where possible to order parts online.
- Use of our Dropbox service and van deliveries to minimise face to face interactions.
- We will work closely with our customer sites to ensure we comply with local procedures.
- We are working closely with Caterpillar® to ensure supply chain continuity, with adequate inventory at our major branches and ability to move parts fluidly throughout the system.

We will continue to monitor reports and requirements from WHO, UK Government and Irish Government and will modify our approach accordingly. We remain dedicated to serving you as we navigate these unique challenges.

A handwritten signature in black ink, appearing to read 'David Primrose'.

David Primrose
Managing Director, Finning UK & Ireland