

19/03/2020

Dear Partners,

COVID-19 is foremost in all of our minds, and now – more than ever – people are relying on our industry to answer the needs of a planet in the grip of a medical crisis.

At ACG, we're doing everything we can to provide an uninterrupted supply of products and services to you, our customer, and ensure we not only honour existing commitments, but can also help meet any increased demand.

To this end, ACG has secured its own supply chain of raw materials and manufacturing elements, ramped up global operations to maximum capacity, and placed service specialists on standby so they are just an email or phone call away. Furthermore, because our technologically advanced manufacturing facilities are digitally connected, any required interventions can happen remotely – decreasing human dependency (and risk), while further securing your supply.

We will attempt to keep you closely informed of all developments in our operation and commit to being as open and transparent as possible about any issues that may affect you and your needs. In return, it would be extremely helpful in our planning if you gave us as much warning as possible should there be changes in your requirements.

Please be patient if your contacts at ACG don't respond instantly – parts of our operation are working from home, and ACG has imposed a ban on all travel, events and gatherings. Our factory sites are under strict protocols of hygiene and bio-security to protect those on the factory 'front-line'. Thankfully, to date we have no COVID-19 infections amongst our own people, and we are endeavouring to keep it that way while also prioritizing our commitments to you.

People are our first concern – our associates, suppliers, partners, customers, and end-users. What we do in this industry and at ACG is dedicated to helping make people, and the world, healthier. It may be our business, but right now it's also about so much more.

Thank you for your partnership with ACG. Together with you, we can (and will) make it better.

To you and your loved ones, stay safe and keep well.



Karan Singh
Managing Director, ACG