



Dear Valued Customer,

To say we are living in unprecedented times is an understatement. We are all facing the reality of a global spread of the coronavirus (COVID-19). Worldwide, Governments and individuals are assessing risks and acting to mitigate the spread and to protect lives and livelihoods. Here at Abraham Moon we are implementing policies and procedures to reach the best outcomes we can for our customers, our community, and our company.

### Our Customers

We are all feeling the pain of falling sales with the vast majority of the population staying indoors. But at some point, we all hope sooner rather than later, the virus will retreat, people will be back on the streets, and life will continue as it did before. Businesses will thrive again.

We want to assure our customers that we are still very much open for business and ready to help. We are carrying more stock-supported lines and meterage than ever before. In fact we are continuing to increase stock-holding as we know customers will need quick delivery once the taps are turned on again.

Our supply chain is fully functional and we are reaping the advantages of our vertically integrated manufacturing operation, as we have full control of all aspects of production from natural wool to finished product.

Our sales staff are here to help and whether working on site or, temporarily, from home will do their utmost to support you and your company's needs.

### Our Community

We are committed to reducing the impact of the coronavirus outbreak on our people and therefore our business. We are taking the following measured steps:

- Keeping everyone regularly updated on actions being taken to reduce risks of exposure in the workplace.
- Ensuring all staff know how to spot symptoms of coronavirus both in themselves and others and are clear on any relevant process.
- Guaranteeing there are clean places to wash hands with soap & hot water and to reinforce the importance of regular hand washing. Extra facilities for hand sanitation have been provided throughout the company.
- Suspending air travel and minimising all other forms of business travel until further notice.
- Allowing homeworking for staff where regular tasks can be undertaken remotely.
- Stopping any non-essential visits to our premises for both customers & suppliers until further notice.

### Our Company

We have implemented a Coronavirus Continuity Plan which assesses all business risks and impacts from high to low. We are confident that the steps we have taken will mitigate all risks to our business and we continue to assess the situation on a rolling basis. We are holding daily meetings to ensure that we are acting on the latest information and that processes are flexible enough to effect changes when required.

More than anything, we hope that you and your loved ones stay safe during this difficult period and that together we can all soon return to normality.

With Best Wishes,  
John Walsh

Chairman & Managing Director | Abraham Moon & Sons