

To our valued customers,

As the COVID-19 situation continues to escalate, we want to assure you that we have a plan in place and it's business as usual at FlowTherm.

Our Melbourne, Sydney and Singapore offices are all fully operational, and we have a COVID-19 contingency plan in place to keep any disruption to a minimum. We are following all the rules laid out by Government Authorities and National Health Organisations, and we are in regular contact with local and state MP's.

We have implemented additional precautionary measures for our staff in order to keep everyone safe. We have prepared everyone for a transition to remote work, and should the situation escalate further we are all prepared for that eventuality.

The response time from our suppliers in Europe is generally fine, although some slight delays can be expected. Due to the restrictions in the airline industry, lead time may be longer than normal. We therefore recommend that you consider increasing your safety stock.

Please rest assured that the FlowTherm team is here to provide you with options and solutions, including taking your enquiries and delivering your products.

We will of course inform you of any changes. Stay safe and healthy!

Yours sincerely

Lee Knight

CEO Flowtherm Group