



16th March 2020

Dear Customer

As we are all aware the world is facing a public health crisis with the spread of COVID-19 (coronavirus). This virus is changing daily with many of the things we have all taken for granted for many years now being restricted. As can be seen from our local supermarkets panic buying is also becoming an issue for many.

We have been contacted by several customers recently asking about a possible disruption in supply of bronze plaques. Phoenix is happy to confirm that we are currently business as usual. We have taken steps to reduce the chance of contamination and spreading of the virus within our workforce including the cancellation of any unnecessary work-related travel by all staff. This cancellation will mean that you may not see us at industry related events or have our sales staff visiting, but please contact us if you need assistance in any matter.

Phoenix has taken the above steps to reduce the risks of our staff contracting the virus which may possibly cause disruption of supply. We also understand that while the majority of us in the workforce may not be at risk of serious illness, we do have relatives and friends that may be severely affected if they catch this virus.

Phoenix is also here to help the industry. We have recently agreed to manufacture for a fellow supplier who has been forced to close the doors due to this virus. This step was taken for the industry to ensure that no end customers are forced to have any unnecessary delays in supply.

Finally, we hope that you and your loved ones are safe and healthy and like all we are hoping for life to get back to normal as soon as possible.

Kindest regards

Joe Campbell
General Manager

