

Important Message from Direct Automation

COVID-19 UPDATE- 20 MARCH 2020

Dear Valued Customers,

As the Coronavirus pandemic evolves, we want to keep you updated on our procedures and to let you know we are continuing to provide solutions and direct support to all of our customers.

We are closely monitoring developments and adhering to Government guidelines to look after our staff and customers and will regularly update our website with any news.

With immediate effect, we initiated the following actions within our business to ensure minimal disruption to our customers whilst keeping our staff safe.

- All employees have been asked to adhere to recommendations set by the Department of Health, including the recommendations regarding hand washing, hygienic practices, and maintaining a safe personal distance.
- All employees have been asked to remain at home if feeling unwell or have been in contact with an individual known to have the virus.

We have been working to secure the supply chain since the severity of the pandemic was made public, and at present there are no changes to our service levels.

Additional stock has been ordered from US, Asia and other places in the world where trade may be halted in the future weeks. We are in frequent communication with our leading suppliers and are monitoring this dynamic situation and its impact daily.

Unfortunately, the rapid rise of the US dollar against world markets could mean some price adjustments may be necessary due to these circumstances.

Direct Automation is committed to providing the best quality service to all of our customers. However, where possible we wish to do this through our existing phone and email services. We have suspended, for the time being, all in-house Customer Training Courses, customer product presentations and all non-essential visits have been cancelled until further notice.

Our sales team are here to support you and can be reached by phone or email and our sales and technical support teams will assist. Please do not hesitate to make contact should you have any queries or concerns.

We thank you for your continued support and business and wish you and your families good health and wellbeing during this historic time. Take care of yourselves and each other.

The Team at Direct Automation