

CORONAVIRUS / COVID-19 STATEMENT – 12 June 2020

The Source to Site Holdings' updated position on Coronavirus

Dear Valued Customer,

As we continue to navigate our way safely through the unprecedented global health crisis caused by COVID-19, we have reviewed our position in terms of the challenges we face in order to realistically service our clients and partners alike in an appropriate and 'COVID Secure' manner.

In doing so, we have found that it is inevitable that for the foreseeable future, we will need to make structural changes to the way we operate. Whilst we always strive to provide the complete service, the health & safety of our staff, customer personnel and partners will always be of paramount important and our first criteria to satisfy.

As such, we will be offering solely essential services in order to ensure our clients can continue to receive their luminaire items as per request and in line with the capabilities of our reduced workforce. As of today's date, the following services will be restricted:

Returns Our Returns Department will not be processing any requests until further notice. Upon return to full business operations, we will look to resume this service.

Aftercare Our Aftercare service and Department will be closed and non-operational until further notice. We will not be accepting any requests at this time.

We understand that in the current climate, this may come as unfortunate news to some of our client base. However, at present, we are unable to provide these respective services in a 'COVID Secure' manner and must, therefore, ensure safety where possible.

We will look to keep a close eye on how developments will unfold and where appropriate, release a further update with information in line with HM Government guidance.

We thank you for your continued support and cooperation.



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