

COVID-19 Update September 2020

The first thing I would like to do is to again send my very best wishes to all our employees, customers, suppliers and partners around the world and we hope you can all maintain good health through this crisis, which is changing, but not going away.

At DSF, like most people around the globe, we have become used to the new normal of working under the constraints imposed by the Covid-19 virus pandemic. There has been some easing of lockdowns in the UK and most other European countries, but as a second wave is starting to hit Europe we can see the situation starting to worsen again.

DSF is continuing to operate throughout the crisis and we have now returned to a more normal shift pattern in the factory but we are still operating with staggered start, finish and break times and working within all the social distancing and enhanced hygiene policies that are essential to keeping everyone safe.

Many of our office staff continue to work from home but a significant core of people are working from the office full time or part time, to facilitate production or to be a point of contact for any customer enquiries.

We are very pleased with the actions of all our employees, their attitude has been magnificent and the company owes them a great deal of thanks.

We still have good raw material stocks and we are grateful that our raw material suppliers and other contractors are working hard to support us. We are also recruiting new production operatives to improve our output. We continue to take new orders as normal and we are continuing to work to the order delivery schedules we have already committed to. The constraints of working COVID safely have sometimes caused some minor delays, but customers have already been informed of these.

Many of our refractories customers normally visit the factory to inspect orders as part of their approval process. We are now accepting visitors for essential visits which can include inspections. However, with quarantine restrictions, it has not been possible to date for overseas visitors to carry out their normal inspections. We have worked closely with customers to carry out and report DSF self-inspections to our customers' requirements, using video virtual inspections, for particularly critical items, where required.

As always, our Sales and Technical Teams are available for discussions, but, we are not carrying out any International travel at the moment. Our team members are becoming very adept at the use of Zoom, Teams and other video conferencing software. If you have any questions, please ask your normal point of contact. We are all working, available and ready to help.

Please stay safe and best wishes from all at DSF.

Neale Parkin 14th September 2020