

COVID-19 Update January 2021

The first thing I would like to do is to wish all our employees, customers, suppliers and partners around the world a Happy New Year. We all hope 2021 will be a better year than 2020.

I also hope that everyone is safe and that you can all maintain good health through this crisis, which is still happening, and in the UK is at a very difficult phase. We all look forward to vaccinations taking place with a hope that later this year things can ease again. 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.

As before DSF is continuing to operate throughout the crisis in line with UK Government guidelines 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.

Most of our office staff continue to work from home with a small core of people 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 grateful for the support we have received from all our employees; their attitude has been magnificent and the company owes them a great deal of thanks.

We have good raw material stocks and we are grateful that our raw material suppliers and other contractors are working hard to support us. Brexit has been another issue for DSF, but we are working through it and deliveries are proceeding as normal. Our order book is good and we are recruiting new production operatives to increase our output.

Many of our refractories customers normally visit the factory to inspect orders as part of their approval process. We are accepting visitors for essential visits which can include inspections. However, we are requesting our customers accept DSF inspection or a virtual inspection if it is possible even for UK customers.

Due to quarantine restrictions, it has not been practical for overseas customers to carry out their normal inspections at DSF. We have worked closely with them 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 and only extremely limited travel within the UK. 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 12<sup>th</sup> January 2021