



PETROCHEM
GROUP

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16th March 2020,

Dear Valued Customer,

With the recent escalation of COVID 19 cases in Ireland, the Petrochem Group feel it is necessary to issue our latest bulletin to our customers of protocols we have initiated to maintain continuity of service and supply of product as well as safeguarding the health and safety of our staff.

Protecting our staff.

Petrochem are regularly reviewing and implementing HSE guidelines to protect our staff from the COVID 19 virus.

In addition to this, we are having to take the difficult decision to announce the following additional measures until the 6th of April

- We can no longer accept cash payments. Only credit card payments will be accepted
- To avoid handling of paperwork, will no longer issue hard copy paperwork through our haulier agents. In lieu the company will email the relevant paperwork directly to our customer.
- Petrochem has taken the unprecedented step to stop customer and supplier meetings until further notice, a decision we have not taken likely.
- In order to reduce the numbers of customers in our warehouses at any time, we would ask all our customers to communicate their requirements by phone or email well in advance of collection. Your support on this particular point would be greatly appreciated.

Continuity of Service & Supply

We are in unprecedented times and this is an ever-evolving situation, but at this moment in time and until further notice Petrochem's operations remain unchanged.

Please note the following:

- Unless Petrochem has written to you directly, then any orders you have placed with the company remain unaffected by impacts to supply chains.
- Whilst most of our manufacturing supply partners remain in production, there is a restriction on the flow of transport worldwide and this will invariably lead to delays over the coming month.
- We would ask all our customers to liaise with our dedicated sales team, to factor in additional transit time for any future orders.



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Our hope as an organisation is that our large stockholding of product at both sites in Cork and Co Meath, will aid us all through this difficult period.

Can the COVID 19 virus, travel on our product from affected areas.

A frequently asked question by our customers and some of our staff.

Fomites is the term used for materials that may play a role in the transmission of the virus. Yes of course steel surfaces such as door handles are one of the most conducive to keeping the virus live for longer than other fomites such as clothes or paper where the virus soaks into the material in invariably dies off.

The COVID 19 virus can stay live on materials for 3-4 days. Our materials take 10 days to transit from Europe and 40/50 days from the far east. Based on those timelines, there is no risk posed from the product we source & supply.

We will continue to keep you informed on developments as the situation progresses. We will post bulletins on our website and LinkedIn page. But should you have any questions or concerns, then please do not hesitate to contact a member of our sales teams or email sales@petrochem.ie

We thank you for your continued support and understanding during this difficult period.

Kind Regards,

Keith O'Shea

Managing Director

The Petrochem Group