



To Our Valued Customers – Business Operation update (1st June 2020)

As a supplier to a number of designated critical/key sectors including utilities and health & social care, Scotia Instrumentation has been required to maintain services throughout the recent months of the Covid-19 pandemic.

Since implementing our business continuity plan we have continued to review our processes to ensure the safety of our employees and everyone who interacts with us. As we head into a transition period over the coming weeks we will continue to consider our working environment to ensure it remains safe and effective. As ever, we will adhere to the applicable guidance of the UK and Scottish governments across our Newcastle & Aberdeen facilities.

We continue to support operations across all our Calibration Laboratories, Hires and Sales functions without any expected disruption.

The following list outlines some of the key actions taken to maintain our services safely:

- Scotia Instrumentation employees who can do so, are continuing to work from home.
- New company procedures are being followed including disinfecting high-touch and/or communal access areas at our facilities.
- All employees, working within Scotia Instrumentation sites are either working in a single occupancy zone or following social distancing measures of at least 2 metres, at all times.
- All employees have been supplied with sanitisation and PPE supplies as necessary.
- Customer devices that we receive for calibration and/or testing are being treated as per our high-touch policy, especially for multiple process equipment.
- Any internal meetings are held with social distancing measures or by remote conferencing.
- Employees who need to meet with customers or suppliers are provided with appropriate software to initiate web-based meetings.
- Visits to our laboratories are restricted until the COVID-19 situation is resolved.
- Onsite visits (Scotia Instrumentation personnel working at customers' premises) for calibration services are available and continuing. We will complete a pre-visit Covid-19 Precautions Check to ensure the safety of all personnel involved.

We would like to say thank you to our customers for their continued support and we look forward to the day when we can say that in person! Please feel free to contact us if you have any questions or concerns. We will update you if the situation changes.

Wishing you all good health, keep safe.

Kind Regards

James Thom
Managing Director