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Novel coronavirus (COVID-19): supply and support to our customers

Our priorities continue to be the health and welfare of our employees, their families and the wider communities in which we operate, and to maintain our normal high levels of service to our customers around the world.

Since the start of the pandemic we have implemented a wide range of COVID-secure working practices to protect against the spread of COVID-19 to our sites around the world, including a high level of homeworking where practical, restricted movement between sites, high levels of hygiene and strict social distancing. Since February, we have also had a committee that meets at least twice every week to respond to any developments caused by the pandemic and to take any necessary mitigating actions.

Product supply

Our manufacturing sites around the world are operating as normal, including our UK sites which have operated throughout national lockdowns. Manufacturing is seen as a priority sector by the UK Government and last year Renishaw also contributed to a national effort to produce critical ventilators for the national health service.

Renishaw is a highly vertically integrated manufacturer and the vast majority of our manufacturing processes, including machining, electronic and mechanical assembly, are carried out in-house. We do source components from around the world and we are constantly talking to key suppliers to identify any potential disruption, allowing for early mitigation measures to be put in place.

We fully understand the critical nature of our products to our customers' businesses and after almost one year of dealing with the impacts of the pandemic, we are confident that we can continue to meet our customers' demands. We continue to closely monitor all aspects of our supply chain, take mitigating actions where necessary, and will update our customers should any situation arise that may impact our ability to supply them in a timely manner.

Service and support

Due to travel restrictions in many countries around the world, our service teams are using collaborative communication tools (such as Microsoft Teams) as an alternative to visits to and from our customers, and we have been able to carry out remote diagnostics for some of our products.

However, for any customers that have urgent requirements and for whom a support visit is ultimately required, we will work with them to find an effective solution that complies with local government and health authority measures, and that protects the welfare of our employees and our customers' staff.

We will continue to work with you to resolve any issues that may arise and we would like to thank you for your understanding and support during this continuing period of uncertainty.

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