



Dear Customers,

In light of the current situation with regards to the Coronavirus (COVID 19), we would like to assure you that UTT Europe Ltd will continue to receive and process orders as long as circumstances allow. Health and safety is of utmost importance to us and therefore, we would like to inform you of some necessary measures we are implementing with regards to our working methods to ensure everybody 's safety.

Before the official governmental Coronavirus Emergency Status announcement in Hungary, our management team had already been in discussion and launched its own internal action plan. In response to our discussions, we have asked our staff, among other things, to avoid handshaking, provided disinfection liquid at several points, purchased masks for our employees who have requested these for their personal use and safety, and emphasized the importance of personal hygiene.

As a result of the Authority's announcement, and as a sign of our corporate social responsibility, the following measures will be immediately implemented;

- **Whenever possible, we will allocate and enable home-based work for our employees:** From Monday (March 16, 2020) our customer service department will carry out part of their work from home. This will mean that our office based landline phone support will be moderately reduced. This will not affect contact via the website, mobile phone or e-mail. **We will continue to do our best to process all incoming orders as smoothly as possible.**
- **We plan to minimize the possibility of person to person contact by;**
 - Cancellation of all external and internal meetings.
 - We will be unable to process cash payments for non-Hungarian customers in our office. Please feel free to contact our colleagues for prepayment and transfer options and information.
 - We will continue to operate our personal order collection, however we kindly ask everyone to minimize this option. Please contact your sales representatives for other transportation possibilities.
 - If the situation changes with regards to our office workers and they need to work from home on a full time basis, our landline service would then cease to be available and contact would be maintained through email and mobile phone.

We would like to draw your attention to the changes we are making with regards to security and safety of our staff who deal with the receipt of goods;

- Please continue to use the bell on arrival.
- On arrival, unlike previously, our colleague will now open Gate 1, where we have placed a cordon 2 meters away.



- Please refrain from handshaking when greeting one another.
- Please do not cross or pull on the cordon. The cordon is to keep everyone safe and to abide by the regulations. Our colleague will manage any documents, by using the security equipment provided.
- Documents will continue to be handled on the desk, but please avoid physical contact and maintain your distance.
- When handing over the goods, our colleague will move the cordon and place the goods into the transport vehicle when requested. Please keep the safety distance specified by Authority Notices.
- Hand disinfectant is available on the desk for your personal use.
- We kindly ask drivers and personal order collection customers to understand that they are not allowed to enter the warehouse building. Temporarily they are not allowed to use the internal bathrooms, but a mobile toilet will be provided outside.

Please note that transportation options may change from one moment to the next. We always rely on the best and most up to date notifications from our transportation partners, and will do our utmost to find the best possible solutions for you.

Thank you in advance for your understanding and cooperation.

***UTT*Europe**