



Norbrook - Coronavirus statement (COVID-19) March 2020

To all our Norbrook Customers

Norbrook is closely monitoring the COVID-19 pandemic and how it is developing on a daily basis at local and global level. Clearly it is not possible to accurately predict the impact on all aspects of business, but we want to reassure our customers of our absolute focus on protecting our staff and customers through business continuity planning.

Our first responsibility is the health and welfare of our staff and customers. To that end we have implemented a number of changes to our working patterns. We are complying with all local government recommendations for social distancing, hygiene and sanitisation across our facilities to minimise risk of exposure and spread of the virus. We are being flexible wherever practical, depopulating offices and implementing remote-working and staggered shift schedules where appropriate.

Across our business we have stopped all air travel and severely restricted all other travel to business-critical only.

Our sales teams have been asked to work remotely and avoid face-to-face meetings with customers, unless specifically requested by customers. Our sales, marketing and technical teams are all working closely to develop effective ways to enhance our ability to communicate and add value to our customer interactions, through innovative use of voice, video and digital platforms.

Of course we understand that our customers will also have concerns regarding the potential impact of the global pandemic on our ability to supply products. This is a potential animal welfare issue which all companies will be working tirelessly to address, and, although obviously we cannot expect to be immune from the impact, we have been highly active in de-risking our business where possible:

- All our production facilities are operating as normal, and we continue to monitor supply with our distributors. Where possible we will build-ahead to mitigate any short-term staff shortages caused by self-isolation/illness.
- Contingency plans have been developed across our manufacturing sites and will be deployed across all functions as the situation evolves.
- In terms of supply of raw materials and APIs supplied from China, we have not experienced any difficulties with supply or manufacture to-date, and we had previously invested significantly in increasing inventory of key strategic materials to safeguard our business from the risk of temporary shortages.

- We continue to closely monitor the very fluid situation across Europe with our European supply partners, and to date we have not experienced any delays with deliveries or shipments across borders.

The situation remains fluid obviously, and we monitor and adapt our plans daily. We will continue to keep you informed of course and thank you for your support and patience during this difficult period for everyone.

Thank you.

A handwritten signature in black ink, appearing to be 'Liam Nagle', written in a cursive style.

Liam Nagle
Chairman and CEO