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To Our Valued Partners, Suppliers & Colleagues

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Franke Coffee Systems UK Limited  
24<sup>th</sup> March 2020  
**Coronavirus Update**

Following on from the Governments communication on Monday and their recommendations to the the British public, Franke Coffee Systems have taken the decision to enter into a period of lockdown.

This unprecedented situation requires extraordinary measures. Here at Franke Coffee Systems, our top priority is to ensure the health and safety of our team members and their families, as well as our partners and suppliers.

Comprehensive contingency plans have been drawn up, which we are constantly adapting to the development of the global situation and we will do everything within our power to support you through this period. Please see some of the measures below that our teams have implemented:

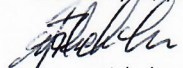
- Sales staff and Field Service telephone support remains available for remote troubleshooting or enquiries through phone and video conference support.
- Our call centres will be answering calls, taking into account all the measures necessary for the health of our employees. Our service technicians will not be able to attend sites at this time but we can offer you assistance in troubleshooting through our telephone support.
- Safety instructions about how to disinfect your touch panels are available on our [website](#)
- During this period of lockdown in the UK there will be no new installations or parts sent from head office until the Government confirm when we are able to return to a normal trading situation.

Our partners and customers are of utmost importance to us. If there is anything we can do to support you in this situation, please contact us directly:

Franke Coffee Systems UK Limited Telephone 01923 635700 and follow the instructions

We are monitoring the current situation very closely and are making necessary adjustments to our strategy in order to ensure business-continuity.

We wish you, your team and your family good health and stay safe.

  
James Nicholson  
Managing Director