



**RE: Swine Influenza.**

We write to advise you on the procedures we have in place at Payne Tear Tape to ensure quality and consistency of supply during the current situation facing us all with regard to the recent outbreak of swine influenza.

All our facilities are supported by a detailed crisis and continuity plan which includes both risk and capability assessments and operational interchangeability plans.

**Consistency of Supply**

We instigated a risk review last week as part of these plans and our assessment of the situation to date suggests that our personnel are the greatest risk to interruption of supply, either through exclusion from work due to the illness, or Government restrictions disrupting their ability to attend work.

We believe this risk to be low at this stage, however in the event that any of our facilities around the world are severely impacted in this way, resulting in us being unable to supply tear tape from that location, we will move production to one of our other factories to meet any shortfall. Our global manufacturing footprint provides us with significant capability and capacity to react to situations as they develop and we will endeavour to provide our customers with security of supply from the following locations:

Nottingham	United Kingdom	manufacturing/management
Richmond	United States of America	manufacturing/management
Sao Paulo	Brazil	manufacturing
Surabaya	Indonesia	manufacturing
Bangalore	India	manufacturing
Beijing	China	management
Singapore		management

Management and administration functions can also be conducted from home if required and we have invested in our information technology infrastructure to allow remote communication and access to our centralised systems. These centralised systems are also backed up through a 3<sup>rd</sup> party for additional contingency, enabling us to continue our business and meet our customer's demands.

**Quality**

As a business we operate to strict hygiene procedures to ensure we avoid contamination of any kind to our products manufactured within all our global facilities. In addition all finished products are placed into individual polythene bags which are then placed into a cardboard box. These boxes are palletised and film wrapped which protects them in transit from risk of contamination when outside of our facilities.

We have briefed all our employees on the need for vigilance and awareness during the influenza outbreak and our policy is to ensure that any member of staff reporting any symptoms will be excluded from work premises until certification is given by a medical practitioner that they are fit to return to work.

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We trust these actions will provide reassurance to you and are an indication of the robust procedures and processes we have in place at Payne to ensure continuity of supply for our customers.

We will provide further updates to you as the situation develops and publish the latest information on our status on our website at [www.payne-worldwide.com](http://www.payne-worldwide.com).

Yours sincerely

Malcolm Waugh  
Managing Director  
Payne Tear Tape

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