

TECNIPLAST STATEMENT OF CONFIDENCE

With the resurgence of corona virus and the possibility of new lockdowns, it's clear that many businesses face a difficult winter. Long term supplier viability is a question on many lips so reassurance and confidence in the stability of your key industry partners is paramount. On behalf of Tecniplast, I can categorically provide reassurance and confidence that continued or new relationships will flourish and provide you with peace of mind. We are your ideal partner; we are a financially secure and well-run business with a long and illustrious history.

We are global leaders in supporting animal-based research and have been for over half a century. We believe we are an honest, respected, and trusted partner who does not cut corners. We provide high levels of product, solutions, and support. We follow the 'Tecniplast Way' upholding tradition and quality. This sits easily alongside us also being highly innovative and cutting edge.

In the UK research sector (and as a human race) we will demand more and more research and investment, not just in Covid-19 but also in cancer research, Parkinson's, Epilepsy and all other areas of health and wellbeing. Great support will be needed; at Tecniplast this is what we do.

As part of our commitment to you we will ensure welfare and duty of care for your animals remains uppermost in our minds. Our Service Department has 200 years of Tecniplast experience and works tirelessly to ensure that we lead the field supporting 5,500 pieces of equipment in the UK alone. We have 26 factory trained field engineers nationally dedicated to the Lab Animal Sciences. So, you can have real confidence in our ability to support you and your facility demands. In increasingly uncertain times that knowledge is crucially important.

Our Projects Team has 50 years' experience during which they have completed almost 500 projects working with many of the most illustrious UK research facilities. I am very proud of all my 50+ Tecniplast UK based staff of which over 30 work in client facing roles highlighting our commitment to a fantastic customer experience and a support system second to none. You are in safe hands!

I also want to highlight the 'robustness' of our mother company Tecniplast SpA. The key indicators listed below from Dun and Bradstreet confirm of our strength in depth and the solidity of Tecniplast:

- Cancellation Risk (for the Company) is rated **1** = minimum on a scale from 1 (min) to 5 (max).
- Financial strength of the Company is rated **5A** which is the top of the scale for the rank, based on net worth of the Company and consistency of growth over time.
- Failure Score is equal to **99** on a scale from 1 (max risk) to 100 (no risk)
- 'Delinquency Score' (ability to face commitments on time) is scored **95** over a scale from 1 (worst) to 100 (perfect)
- General Rating of the Trend of the Company is **1** on a scale from 1 (best) to 4 (worst).

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In a time where we crave confidence, calmness and assuredness, Tecniplast are by your side. We remain 100% committed to you, your facility, and your animals. During the months of the Covid-19 lockdown we remained fully operational; engineers remained "on call", we embraced 'smart' working overnight, and all Tecniplast employees have now safely returned to our office environment. We remain diligent and flexible in this new normal and we have a renewed confidence and vigour about us.

We have the history, the heritage, and the knowledge. We respect each other and we respect our clients. Now is the time we all need that more than ever.

As a business we genuinely do all we can to abide by our mission statement 'The pursuit of excellence is at the heart of Tecniplast. It is fundamental to the way we seek to innovate, build relationships, and provide the very best products and services to our clients'

With my very best wishes,



Andrew Humes
Managing Director, Tecniplast UK

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