

TEIDE REFRACTORY SOLUTIONS, COVID-19

To our collaborators, clients, suppliers and families,

In light of the situation caused by the COVID-19 pandemic, we have decided to implement a series of exceptional measures with two objectives: The first and main objective is to protect the health of individuals and their families (our staff, clients and providers). The second objective is to implement the necessary measures in order to guarantee supply and continue providing services to our clients.

Among the measures adopted to protect the health of individuals and their families, all staff has been informed how to proceed, the cleanliness and hygiene of the workplaces has been improved and the use of gloves and masks has been implemented. Moreover, we have created a protocol for the operation of carriers in our facilities in order to guarantee loading and unloading without the risk of contamination.

In this respect, our employees' interaction with the outside world has been limited as much as possible, cancelling trips, visits to/from our clients, training activities or any face-to face meetings, substituting them, where possible, with electronic communications. Flexible working hours and shifts in the offices have also been introduced to avoid crowds. In the necessary cases of family conciliation, teleworking has been enabled.

Finally, we have created protocols in case a staff member is contaminated, as well as in the case of a family member living with them.

Among the measures implemented to guarantee supply and continue providing services to our clients, we have increased shopping in order to guarantee the supply to our clients for 6 months. We have also initiated a weekly monitoring protocol with our suppliers.

At difficult times like this, we believe that it is essential to do all that we can to exercise caution and guarantee the health of individuals and their families and, as always, stand by our clients, so that we provide them with the peace of mind to keep their service unchanged.

As always, we are still at your disposal via our usual telephone numbers.

Yours sincerely,

Julio Mazorra
TEIDE CEO



IF YOU DO NOT RECEIVE THIS MESSAGE CORRECTLY PLEASE CONTACT: + 34 93 844 58 80