



THE LEADING MANUFACTURER OF SHOWER TRAYS AND ACCESSORIES

Marleton Cross Limited

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An open letter to all our Customers, Suppliers, Colleagues and Friends.

Dear All

Thank you so much for all of your kind messages it is really appreciated.

At MX we had 3 factories working 16 hours a day making about 8000 trays a week. On Thursday we lost the use of one of those factories due to a fire.

Our Disaster Recovery Programme has proven to be very robust. The fire meant we had lost both power and communications. 2 very big generators were delivered Friday and Saturday and we now have power whilst normal supplies are repaired.

We switched our telephone services to both our Ross on Wye plant and to mobile telephones so communication, whilst not perfect, is back until we repair our Coms. If you want to make contact with us it may be easier to call your own sales exec on their mobile or leave a message with one of our operators and we will ring you back. I list all of the Sales Executives mobiles below. It may be easier for the next 3 days to send your orders to www.orders@mx-group.com.

We are changing our 'shift patterns' and will run both of our factories for 24 hours to ensure we continue to make trays and supply all of our loyal customers. This change will require a few days to implement but we will be back to normal by next Monday the 24th and supplying at about 70% from tomorrow the 17th.

The Fire Brigade were brilliant. They not only protected our other units, they ensured that our stock was unscathed and damage to production moulds was limited. The biggest loss was to the 'Gel Coat' type trays and we probably will not make any of these for about 2 weeks while we remake the production tools, BUT, do not worry, we have alternatives available in ABS for all sizes.

Our insurers and their loss adjusters have been really helpful. Since the fire we have had specialist cleaning teams returning our site to normal and they will finish by Monday evening and then we will start making contact with everybody to discuss any questions you may have.

Thank you again for your support.

B L Robinson, Chairman

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