



Certificate No. FM 22786  
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3 February 2020

Dear JSP Customers

**2019 nCoV Wuhan Coronavirus ("coronavirus")  
Customer Service Statement - JSP Group of Companies**

The World Health Organisation declared the coronavirus a global health emergency on 30 January 2020.

JSP manufactures a wide range of respiratory protection equipment ("RPE") at our UK and China facilities.

In UK, we have shipped all excess "pandemic preparedness" inventories and are no longer taking enquiries. For China enquiries, please contact JSP Safety & Protective Equipment (SH) CO., LTD ("JSP China") - please see [www.jspsafety.cn](http://www.jspsafety.cn) for information.

Since 29<sup>th</sup> January and until at least the end of February, JSP's 2 China factories have been formally requisitioned by the Government to make disposable RPE for Chinese government agencies. This will impact our service levels on disposable RPE until we are able to re-establish control and re-build inventories which may be not until end of June 2020.

In Europe, we are managing our UK and Germany stocks to preserve ongoing service as best as possible - accepting orders from only existing regular customers and only at regular normal volumes <+15%.

At JSP's UK RPE facility near Oxford we continue manufacturing PAPR, Filters and Respair disposable foldflat respirators (see [www.respair.co.uk/products/disposable-respirators/fold-flat-masks](http://www.respair.co.uk/products/disposable-respirators/fold-flat-masks)) 24/7.

All other head protection manufacturing in our UK, USA, UAE and Germany factories currently remains unaffected.

We apologise for any inconvenience and will try to manage the situation as best as possible in the coming weeks.

Please do not hesitate to contact me or your usual JSP contact with any queries.

Kind regards.

Yours sincerely

Mark R Johnstone ACA  
Chief Executive  
JSP Group of Companies

**MANUFACTURING FOR SAFETY**

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