



EXCELLENCE IN LUBRICANTS

EXOL ACCELERATES INVESTMENT PLANS FOR THE BENEFIT OF CUSTOMERS

Dear Customer,

As we head into a third (and hopefully final) national lockdown, please be advised that it is still very much 'business as usual' for Exol Lubricants.

Similar to the previous lockdowns, we acted quickly to implement effective and internationally recognised procedures and systems, which have proven successful in 2020, and we will continue to work with you to ensure business continuity at all times.

This includes our contactless delivery process, whereby staff are maintaining the recommended social distance and are limiting all interaction with customers and their equipment to help keep everyone safe.

Customer and staff safeguarding remains of utmost importance. As you are already aware, customers are no longer required to sign for their order and no paperwork will change hands. Once products have been delivered, drivers complete any post-delivery paperwork, including the delivery note, on behalf of the customer. We are continually monitoring the situation to ensure the most appropriate – and safest – processes are in place.

The Exol sales, operations, technical, marketing and customer service departments are fully available to all customers and our warehouses remain fully stocked. This ensures all orders are processed as normal during the lockdown period, and as such, we expect no unnecessary disruption to our supply chain or deliveries.

Despite the uncertainty surrounding the pandemic and Brexit, Exol's investment plans stayed on track in 2020. A further four 13-litre Scania trucks have been added to Exol's ever-growing fleet to meet ongoing customer demand efficiently and reduce fuel consumption by 3 percent.

As a thank you to all NHS and emergency workers for their incredible efforts during the pandemic, every Exol branded truck features an NHS rainbow logo. Exol has also used its chemical and production expertise to launch a new hand sanitiser gel. For each bottle of hand gel sold, Exol makes a donation to NHS Charities as part of our tribute to those working on the frontline.

Along with the new fleet, new warehouses and production facility improvements and a new filling machine for small pack production were introduced as part of Exol's effective reinvestment strategy. Meaning we were able to continue to provide our customers with the same stability and confidence.

As a team we are more determined than ever to support our customers through the next year - and beyond - and will always work with you to ensure your requirements are met.

Yours sincerely

Steve Dunn
Sales & Marketing Director

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MADE IN ENGLAND