



ACO Water Management

08/03/2022

Ukraine - Russia: ACO supply

Dear Customer,

While our thoughts are first with the people caught up in the invasion of Ukraine we do also appreciate that there is a need for our customers to know, if, how, and what supply chains for components and finished goods might be effected.

The ACO Group have subsidiaries across the world and ACO UK do, ordinarily, only ever source a very small number of components from our Ukrainian sister company. However, it is important for you to be aware that we are able to dual source these products from other manufacturing plants within our Group in order to maintain continuity of supply.

As a result of the situation in Ukraine the Group have already begun to increase output in our other manufacturing plants to appropriate levels. While no significant impact is expected, the process of shifting capacities between plants can, at times, require some logistic and process adjustment for a short period.

The situation in Ukraine should not significantly affect our level of service and you should continue to order as normal.

We will continue to monitor the situation as well as undertake a constant review of potential raw material and logistic challenges resulting from the conflict and will provide further updates accordingly.

Finally, and in context of this letter, we wish to say that every day our concern is for the safety of our colleagues who are caught in such a dire state of emergency. Our Group management meets daily in a special team to consult and to continue to support our colleagues in the region as closely as possible.

Thank you.

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