



In addressing the large, extended Nutec Bickley Family, I would like you to know that – wherever you are in the world – all of us here hold you close in our thoughts and we sincerely hope that you, your families and all your friends remain safe and well at this challenging time.

Many of our staff have been working from home for some weeks now, but insofar as our Monterrey manufacturing facility is operating, the health, safety and general wellbeing of employees is our absolute number one priority. For this reason, we have taken guidance from the most respected institutions and made all necessary physical and procedural upgrades according to best practice.

These measures have allowed us to remain operational and at full capacity. Current projects are progressing on schedule, the supply chain remains effective, we continue to provide both spare parts and remote support services, and indeed we are taking new orders. Naturally, furnace and kiln shipping and installation will only take place when it's safe and appropriate to do so, and in close collaboration and agreement with our customers.

It is important, I feel, to maintain as much contact as possible and to continue our daily conversations and commentaries. In this respect, we endeavour to keep you up to date and also to publish as much interesting material as we can via social media. By the same token, please keep in touch with us, update us on your own progress, and let us know your concerns and needs.

Thank you, as always, for your much appreciated messages and your support.

Stay safe and keep well.
