

Spring Solutions
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Dear Valued Customer,

I hope at the time of reading you and your loved ones are safe and healthy, and you are able to reflect back on what has to be one of the most challenging years we will face both individually and collectively with a sense of relief that its coming to a close but also with a sense of pride that we've come through it and can now look to the future with some long overdue optimism.

Despite the challenging times, it's been a year we at Spring Solutions will reflect on with gratitude and with great enthusiasm for the years ahead. We set the tone for the year in January by increasing our AS9120 scope of supply to include the supply of Chemicals & Consumables, passing our audit with no non-conformances. In February, for the second time in our short history, we celebrated the opening of new purpose-built facilities within our existing warehouse, including new offices, inspection, testing & warehousing facilities. The new facilities went hand in hand with the changes in our scope and allowed us to offer temperature-controlled storage for our Chemicals & Consumables as well as a new Chemical & Consumables Warehouse, new kitting facilities and a new testing area which we are currently developing for added in house testing and peace of mind.

We've launched our new Chemical Management System, ChemCare, which is achieving unprecedented results on Total Cost of Ownership for Chemicals & Consumables for our customers. I feel like, in ChemCare, we've really designed a solution for the age-old issues faced by the commodity and I am extremely excited about what the future holds for this system. The system was given a special mention at BAE's UK Supplier Event in December with a full page of the brochure dedicated to it.

We've implemented several major customer projects and systems managing to overcome the huge challenge in managing these from home and without face to face interaction. Additional projects, such as the Ventilator Challenge, have been a real test of reactivity and responsiveness for the team, but I feel we've overcome them and built stronger customer relationships and reputation as a result.

Throughout this all, we have continued to operate nearing full capacity ensuring we continue to maintain the same excellent level of service our customers have come to expect of us.

None of this would be possible without the support of our key stakeholders and none more so than our loyal customers. The backing we've received since our foundation has been incredible and I want to thank you all for coming on this journey with us. From the whole team at Spring Solutions, thank-you for putting your faith in us, thank you for

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your support, custom and for buying in to what we do.

I hope you enjoy the Holiday Period and I look forward to continuing to overcome challenges and reaching new levels with you all in 2021.

Yours faithfully



Jonathan Ward
Managing Director
Spring Solutions