



MORLAND

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Dear Valued Customer,

29.09.2022

Firstly thank you for your continued support throughout 2022, undoubtedly the last 24 months have been a challenge for us all but one I think we've successfully met together.

As we start to look forward and how we can improve we wanted to keep you, our customer, at the center of our thinking and how we develop over the coming years.

Over the next two weeks you and other key contacts in your business will receive a link to a customer feedback survey. This will cover key areas of our business including sales, service, technical, quality, product & innovation. This is an opportunity for us to learn and understand what we do well and where we can improve as a business, so would welcome your honest and open feedback.

The survey can be anonymous or there is an opportunity to share individual and company names but any published results will be 100% anonymous.

I would like to take the opportunity to ask you and other key contacts in your business to please take the time and complete the survey as honestly as possible.

If there is anything you would like to discuss outside of the survey or would like to know more, please do not hesitate to contact me.

Thank you in advance.

Kind regards

A handwritten signature in black ink, appearing to read "Richard Allen". The signature is stylized and fluid, with a long horizontal stroke extending to the right.

Richard Allen
(Sales & Marketing Director)