

Altorf, April 28, 2020

Dear Customer,

As the situation in Western Europe may very soon evolve positively to encourage resuming activity, we would like to inform you that we feel confident that we are also ready to restart operations in all our EMEA plants, to the extent allowed by local governments.

In the past weeks, we have focused on securing the conditions to allow the restart of our production in safe conditions for our employees. We have defined the procedures and safety measures needed to resume our operations. We ramped up our sanitation efforts and received the supplies needed to operate at full capacity. Employees that need to come on site are trained to the procedure and receive the necessary equipment to work as safely as possible.

However, as we currently have limited to no requests for deliveries from our customers, our plants and warehousing facilities are only partially open. Also, many of our counterparts at the customers are working part time so that all our departments, including product development, R&D and back-office, as well as our own supply chain are impacted by the current lack of our customers' activity.

We are therefore adapting our operations on a weekly basis.

Although we realize the financial strain that has been placed upon all those we do business with, we would like to kindly request that all our customers continue to pay pursuant to the terms agreed to. This is necessary to enable us to continue to pay our employees, vendors, suppliers and other service providers thus contributing to keeping the supply chain as little disrupted as possible for when all operations will restart at full capacity.

To prepare for a smooth restart, we kindly ask our customers to keep us informed of their restart dates and to provide accurate delivery requests in their systems. We also remind you that all direct pick-ups at our suppliers still need to be previously confirmed with us.

We thank you for your continuous support during these exceptional circumstances and look forward to the restart of all customers' operations.

Sincerely,



John BLANCANEUX
EMEA Director

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