

DEAR VALUED CUSTOMER

The current situation in dealing with the corona virus (virus COVID-19) shows a very high dynamic and there are new findings and developments every day, which affect every one of us. This leads to uncertainties and questions for all. Thus, we would like to inform you about the measures we are taking:

WHAT MEASURES ARE BEING IMPLEMENTED TO PROTECT OUR WORKFORCE?

- 1. We implemented and trained all hand hygiene and comprehensive epidemic prevention measures.
- 2. Communication within the company to remain and increase discipline for personal protection.
- Employees are obliged to report immediately if symptoms are noticed.
 Past contacts are followed up in consultation with the employee.
- 4. Customer and supplier visits have been replaced by video meetings, cancelled or postponed.
- 5. Drivers of logistics companies may no longer enter the buildings.
- 6. Best possible isolation of employees according to building and department.
- 7. Separate working shifts in general.
- 8. Employees of one working shift do not get mixed with employees from other shifts.
- 9. Separate hygiene and break rooms for different departments assigned.
- Break times have been adjusted to ensure that as few people as possible of one department stay in one room.

WHAT ARE THE PLANS TO MANAGE PRODUCTION UNDER THE ASSUMPTION OF AN INTERRUPTION IN THE WORKFORCE?

1. **Production:** We will choose between two different models,

according to utilization and general situation:

Current model: Two-shift model with separated shifts

Next stage: One-shift model with back-up team for emergency

- 2. Administration: Generally, employees have all technical possibilities to work in home office
 - Current model: Separating departments physically, keeping physical distance within one department
 - Next stage: Creating admin-teams per department, which do not get in contact at all.

One team stays at home in order to serve as back-up team.

ARE THERE ANY KNOWN SUPPLIERS WITH A RISK THAT COULD AFFECT OUR PRODUCTION?

- 1. We do expect the logistics part of the supply chain to become a bottleneck quickly in some areas.
- 2. Delivery times of some coating materials are higher than regularly, but still available.
- Working safety and protection items (e.g. masks, gloves, ...),
 which are necessary to process certain materials and tasks, suffer already from longer deliver times.
- 4. Purchasing prices of some raw materials are being raised significantly.
- 5. So far, everything can be compensated with stock.
- 6. According to the information, given by our suppliers, we are currently not aware of any major risks in the supply of coating materials by our suppliers.

ARE THERE ANY PLANS TO CLOSE THE COMPANY, PARTS OF THE COMPANY OR LIMIT OUR ACTIVITIES?

In order to be prepared to all upcoming scenarios, we requested short-time work. Labor force will be continuously and consequently adjusted to customer demand. In this context, we will carry on working closely with you and our partners to continue.

Due to the high dynamic of the situation, evaluation is done to the best of our knowledge and reviewed daily.

It is our highest interest to remain our ability to provide high-quality coating services and products! However,

we cannot confirm any assurance of delivery.

We reserve the right to adjust all measures and the entire emergency plan at any time.

We count on your comprehension and strongly believe that we can make our way together through these difficult times.

State of situation: 25.03.2020 | 14:00 p.m.

Thomas Adelhelm

CEO Adelhelm Group

