

March 17, 2020



Proven Productivity

Dear Valued Customer

Bossard Americas' General Statement on Coronavirus (COVID-19)

As you are aware from the latest news coverage, the outbreak of COVID-19 / Coronavirus is impacting the movement of people and goods in a growing number of countries. Due to the rising concerns we deemed it appropriate to make a statement regarding the actions that we are taking.

Bossard Americas is closely monitoring all updates and advice from the relevant organizations, including the World Health Organization (WHO). As a result, we are taking a number of precautionary measures to ensure the health and safety of our customers and colleagues, while maintaining our service to you as follows:

- We are implementing a business continuity plan across the business that includes health and safety controls in order to maintain service and safety of our customers and colleagues.
- Part of this includes providing telecommuting options for our employees who do not physically touch our product.
- For our employees who will continue working as normal (those who touch the product), we are implementing heightened safety procedures to ensure our ability to provide you with the highest level of service.
- Smart Factory Logistics (SFL) service will continue as normal. Every SFL customer will be contacted directly to discuss any special requirements for on-site partners.

With this plan, we are not expecting any impact on service. With this being a rapidly evolving situation, will keep you updated if and when needed.

We will continue to work with our employees and suppliers to ensure we are all prepared to maintain a quality level of service to our customers while taking any health precautions necessary.

With kind regards,

Steen Hansen

President & CEO, Bossard Americas (Bossard, Inc.)