

COVID19

update March 13th 2020

Dear Customer,

following the fast evolution of the Covid-19 in Europe, we would like to inform you about our action taken to assure the best possible outcome of the actual situation affecting, out of our will, most of European and even worldwide areas. Multiple European countries have been placed on partial lockdown with all public gatherings cancelled and schools and universities closed until beginning of April.

Please note that our teams are continuously monitoring our supply chain, delivery performance and customer satisfaction, our actions are concentrated on 2 targets: health of our co-workers and continued operations

Regarding these topics, we can confirm the following as for today 13 march 2020:

- First and most important of all is the health of our colleagues/co-workers, followed by our production sites that are fully operational and can ensure business continuity at this moment.
- Government rules do not affect movement of goods and will therefore not affect directly our activities.
- All employees have been instructed and trained to implement official health guidelines and internal prevention and protection measures to safeguard their health
- Commercial and Sales network included all secondary services where possible are working remotely and operational
- External access from clients and suppliers has temporarily be rescheduled to later dates or have been replaced by video conference (skype)
- Business activities remain operational at this moment
- Future restrictions due to external factors cannot be excluded but are monitored on a daily base..
- We are implementing all measures needed to grant our business continuity based upon our own contingency policy.
- Supply chain and logistics has been instructed with extra prevention and protective measures and do strive towards higher inventory levels.

From your side, we ask you to closely work together to implement measures for increased mutual performance, therefore, we ask you to look into your order book and place, where possible, orders 4 months upfront.

We will keep you informed about any further updates, As this situation is highly volatile, changes are frequent and our policy is amended on a regular base. We excuse us for any inconvenience or possible delay due to this covid19 event outside of our control.

Contact addresses:

- Sales and quotations: quotations@feronyl.com
- Orders: orders@feronyl.com
- Invoice and accountancy : accounts@feronyl.com

Please feel free to send us your comments, thoughts and own action plans to keep mutual actions synchronized upon your needs.

We wish yourself , your staff and colleagues the best health.

Feronyl Team