

CUSTOMER INFORMATION March 2020

Current impact of COVID-19 on EverGlow GmbH

Dear Sir or Madame,

Unfortunately the COVID-19 has spread from China into many countries around the world. Also will the number of infections increase within the next days and weeks. This is why it is important for us to provide you – as our customer – all the information about our current (Delivery-) situation. We herewith inform you about the protective measures we are taking.

Preventive measures we have taken already:

- Implementation of strict protective measures and hygiene regulations for all employees.
- Travel ban for business trips to all current risk areas, especially Asia.
- Strict rules of conduct when dealing with goods from risk areas.
- Limited personal contact with customers, suppliers and visitors.
- Postponement or cancellation of events and trade fairs.

What effects does this have on deliveries to your company?

- All customers are kept up to date about the current status of their deliveries.
- In general, we strive to ensure that our customers receive their goods on the confirmed delivery date. If there are restrictions in production or the logistics, EverGlow GmbH considers the current outbreak of illness, classified by the WHO as an international health emergency, as a force majeure case.

What impact does this have on deliveries to our customers?

- From today's perspective, the supply of raw, auxiliary and operating materials to our production is secured in the near future. We are therefore optimistic about the supply and delivery from our German plant.
- Due to the situation-related, currently higher order intake, delivery times will increase. Therefore, please note our order confirmations.

We will continue to keep you up to date with measures and effects.

Your contacts in our sales team will be happy to answer any of your questions.

Best Regards



Markus Thrun