

## Updated customer information regarding COVID-19

July 12, 2020

Dear valued Customers,

Today I would like to take the opportunity to inform you about the current situation at VITROCELL regarding COVID-19.

Corona cases in our region have decreased to a very low and stable level.

Nevertheless, all employees continue to be alerted on personal care and hygiene measures to be taken at work as well as in private life.

Since the beginning of July most of our employees returned from home office to work in the company's premises.

Since the beginning of the pandemic we were able to meet all delivery obligations and application and commercial support continued unaffected.

Travelling for installations and service has restarted, but is subject to a strict risk assessment between VITROCELL and the customer.

If you have any questions regarding the information given above, please contact me.

Kind regards,

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