

## Customer Information regarding COVID-19

March 17, 2020

Dear valued Customers,

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

All employees have been alerted on personal care and hygiene measures to be taken at work as well as in private life. Whenever possible, our employees switch to working from home.

Those colleagues assigned to customer projects continue work in our facility with the objective to meet delivery dates as close as possible.

Application and commercial support as well as spare part supply remain unaffected. Due to mitigation of exposure travelling is currently not authorised.

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

We stay in touch.

Kind regards,

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