



March 27, 2020

Valued Business Partner:

The current spread of COVID-19 is having an impact on nearly all facets of our daily lives. We expect this impact to continue for the foreseeable future. We want to assure you, as our partner, that APC operations continue during this difficult time. We are working hard to ensure customers have access to an uninterrupted supply of product. We are also taking measures to safeguard our operations and employees as outlined below.

### Supply

APC is recognized as an essential business by countries around the world. Our raw material suppliers are recognized the same way. We do not foresee any supply interruptions at this point. Globally, there have been some logistical challenges, impacted by the spread of COVID-19. We are doing our best to minimize any delays in delivering orders.

### Operations

For the health and safety of our employees, we have strengthened policies related to our manufacturing plants, including:

- No visitors are allowed at our plants until impacts related to COVID-19 have diminished.
- Policies are in place to limit employee contact, follow recommended distancing guidelines and use of additional personal protective equipment.
- Increased sanitation and disinfection protocols have been implemented.

### Administration

Our priority is to keep our APC family of employees safe while continuing to support our customers in a seamless manner. Our administrative, customer service, logistics, quality, regulatory, sales and technical service teams have been working from home for more than a week. We have found no significant issues with fulfilling the needs of our partners. Our teams are prepared to communicate with you using available technologies such as Skype, WeChat, WhatsApp, WebEx and others.

### Future Planning

There is uncertainty surrounding how long the COVID-19 challenge will last. We continue to manufacture and supply products to our valued partners while keeping our employees safe. We value our business relationship and look forward to continuing to serve you.

In the meantime, if you have any questions, please don't hesitate to reach out to your APC representative or us.

Best regards,

Handwritten signature of Louis E. Russell in blue ink.

Louis E. Russell  
President & CEO

Handwritten signature of Gerald M. Frankl in blue ink.

Gerald M. Frankl  
Chief Operating Officer

Handwritten signature of Albert Gibert in blue ink.

Albert Gibert  
Managing Director – APC Europe SLU

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