

FLEXICO press release - COVID-19 for customers

Update of March 18, 2020

As in most European companies, the FLEXICO teams are mobilized to face the unprecedented crisis that is raging in Europe and especially in France. The purpose of this communication is to let you know the position of our company, the organization set up to manage this complicated period and finally the measures that we have taken to meet our responsibilities.

At the beginning of February, on the basis of current events in China, we thought about measures to support our customers, secure our supplies and safeguard the health of our staff.

In late February, our French factories located in an area considered to be an infectious outbreak, we have strengthened measures to protect our employees and set up basic barriers actions such as making hydroalcoholic gel available, maintaining a safety distance of at least 1 meter for meetings or meals in the canteen, and banning routine social contact such as shaking hands. The entire management team was mobilized to increase vigilance and ensure that the rules in force were respected. We have also trained the Management Committee in crisis management and officially set up the Crisis Management Committee, which could be triggered if necessary. Thanks to these actions and our proactive approach, we are now free of any proven cases of contamination and have been able to ensure our deliveries under the usual conditions.

Following the announcements of imperative measures by the President of the French Republic, the various decrees governing the rules of movement of people, the compulsory closure of meeting places of all kinds (cultural, sporting, family), the closure of businesses that are not essential to the daily life of the French, and finally the unprecedented containment measures; we are now in a position to announce that we have taken the decision to continue our activity and to support our customers who would have taken a decision similar to ours.

On Monday 16 March we activated the crisis management committee which defined the measures necessary to ensure the continuity of our activity while ensuring the safety of our employees and compliance with government regulations. You will find below the main actions and consequences of our decisions:

- All the March orders in our possession will be delivered under the usual conditions, unless the customer advises otherwise.
- The April orders in our possession are in the process of being manufactured and will be able to be delivered as expressed unless otherwise specified by the customer.
- The administrative staff have been equipped to carry out their work from their homes, which means that our customers' present and future orders are processed in real time and that their usual sales correspondents are available to answer their requests and questions.
- The circuit for collecting and processing paper documents is organised in such a way that all mail and faxes are taken into account as soon as possible (allow 24 hours over and above the usual time).
- Production has been organized to minimize the number of employees present at the same time on the sites and thus generate a reserve to cope with:
 - o any increase in the volume to be manufactured
 - o and to compensate for any failure caused by the contamination of an employee
- We take particular care to protect our employees by means appropriate to their work, such as:
 - o wearing protective gloves and/or masks
 - o give them the means to disinfect their hands at any time;

- and the establishment of specific procedures to be respected
- Today we have taken the decision to prohibit the reception on our premises of any person from outside the company, including lorry drivers making our deliveries. From now on, after having parked their lorries in the usual places, they will have to stay outside the building and limit their contacts to the transmission of the administrative documents necessary for the goods.
- We are in permanent contact with our raw material suppliers to organize the supply necessary for our manufacturing and shipping.
- As of today, we have not identified any risks in relation to our current plans.
- We have built up stocks of materials to guarantee several weeks of production, taking into account a level of activity equal to that which we have been experiencing since the beginning of this year 2020.
- We have built up stocks of standard products to meet the needs of our customers with a high level of reactivity and to be able to offer alternatives in the event of potential failures of their sources of supply other than FLEXICO.

I could go on listing all the measures we have taken, but the important thing is that we have a multidisciplinary crisis management team in place and a process for managing this crisis in real time. We adapt our decisions and take new measures as the situation evolves via a daily Skype point.

Dear customer, dear partner, we need you to understand your needs as well as possible and ensure that each of you is served in the best conditions and for as long as possible. We are all engaged in a battle that we must win together, and you can count on FLEXICO to be at your side to meet the challenges that lie ahead.

To help us help you, please anticipate your needs and communicate your constraints and order forecasts to our sales teams. This will enable us to adapt our production capacities and inform our suppliers sufficiently in advance of changes in our volumes.

We also count on our customers who would unfortunately be forced to temporarily close down, to inform us so that we can reserve our capacities for those who need them the most.

FLEXICO's ethics and reputation also allow me to assure you that FLEXICO's rates will remain unchanged throughout this period of crisis. This epidemic will not be the occasion of a price surge that could only be detrimental to everyone.

Finally, I would like to inform you that through our Internet site, we will provide each of you with an update on the evolution of our situation which will enable you, whenever you feel the need, to get an update on our situation. It goes without saying that any event that would call into question our ability to accompany you would generate a new press release and direct contact with each of the customers whose orders could not be fulfilled.

For the good of all, let's respect the instructions and hygiene measures, take care of yourself and your loved ones.

Christophe RAUDOT
Group Managing Director



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