

07th January 2021

Customer information Corona Virus

Dear customers/suppliers,

Corona keeps our country busy.

We strive to live up to our responsibility towards our employees, you and other people.

In order to continue to be your reliable customer and supplier, we have taken various precautions to maintain our business operations:

- increased hygienic measures
- Workplace rotation to prevent the closure of entire departments with equal responsibility in the event of problems
- Creation of shift work in different areas
- the avoidance of physical contact
- the avoidance of non-essential travel
- the avoidance of meetings in larger groups
- the use of home office
- the wearing of a mouth-nose protection

With these measures, we want to actively contribute to hopefully containing the spread of the virus, but at least slowing it down and ensuring that, in the event of an infection in our plant, we have taken all necessary measures to ensure that the infected person has had as little contact with other people as possible.

Outside of these restrictions, we are fully available to you, albeit sometimes with a time lag. At present, our supply of raw materials and the ability to deliver our products is assured because we have proactively maintained adequate stocks.

Some time ago we already pointed out that, depending on the sender country of our products to be purchased or the recipient country of our products to be shipped, longer transit times in the logistics area and a shortage of loading space capacities could occur. These cases are currently occurring very frequently. In addition, there is an increasing number of delayed departures and short-notice re-routing of container ships due to congestion at the original ports of reception.

The situation in air freight is similar. Passenger flights have not yet fully commenced, which significantly limits the available cargo space in most countries in the South Asia-Pacific region.

Overall, we are therefore seeing delayed departures, longer transit times and rising freight rates on all transport routes.

Regarding truck traffic, we attach a link from the forwarding company Koch, which shows an overview of current possible delays, which may result from waiting times at the borders.

<https://www.koch-international.de/news/coronavirus/>

Since the current situation can change fundamentally every day, we will inform you in case of changes or updates on our website at

<https://www.okulen.com/EN/company/LatestNews>

Thank you for your trust in OKULEN[®], stay healthy.

With kind regards,