

Customer Information on Coronavirus, 12.11.2020

Measures to prevent the spread of coronavirus (COVID-19)

Dear Sirs,

COVID-19 has become a serious threat for the global economy and the 2nd wave with an increasing number of new infections led to stricter measures from authorities to keep the situation under control and to reduce infections as much as possible.

Trevira has been working closely with the Global Emergency Management Team of our shareholder, Indorama Ventures, in response to the situation. We have already taken various measures in place to help prevent the spread of the coronavirus in our company.

Guidelines for all staff at Trevira sites

All Trevira staff have been informed about the guidelines on behaviour at work via our internal communication channels and staff notice boards at the sites. The guidelines are subject to ongoing review and if necessary, will be adapted to ensure that they continue to address the needs of the situation adequately.

- Trevira supports the German campaign “Höflich ohne Hände” (“No need to shake hands”) and asks all staff to avoid shaking hands with others.
- Staff have been reminded of their duty to inform Trevira immediately if they travel to any country or region officially designated a risk zone or if they have visited such a country or region in the last fourteen days.
- Guidelines on preventive measures (e.g. handwashing) are displayed on all staff noticeboards and in the restrooms and have also been communicated via email.
- Staff have also been provided with the contact details of the relevant local health authorities to whom they must report if they have had any contact with a person known to be infected with the virus. They must also inform their line manager immediately by telephone if they have had contact with a person known to be infected and inform them when this contact took place. In order to keep others safe, staff who have had any contact with an infected person must be tested immediately and stay at home for up to fourteen days to cover the incubation period of the virus. All other colleagues who were in direct contact with the possibly infected person must also stay at home and get tested in case of a positive test result of the colleague.
- If a member of staff notices that they have any respiratory symptoms, they must contact their nearest health authority or general practitioner by phone and stay at home.
- Any member of staff who visits a designated risk zone despite government advice must inform their line manager before they start their journey and on their return. They will not be able to return to work until fourteen days have elapsed from the end of their trip.
- Only one person per office room is allowed.
- Staff who have access to a work laptop are working mainly from home. If they are in the office, they are advised to take the laptop home with them when they leave work, so that they can continue to work from home should the office have to be closed at short notice.
- All employees and visitors must wear face masks on all meeting and traffic areas in both production and administration buildings.
- During all conversations a minimum distance of 1.5 m must always be maintained.
- To avoid unnecessary contacts, all employees should only stay in their immediate working area, if possible.

Travel Guidelines

All Trevira employees have to follow the strict travel guidelines issued by Trevira's parent company Indorama Ventures PCL. These include the following points:

- International travel is prohibited and is only allowed by exception.
- Participation of Trevira employees in events and business conferences with large participation of individuals is not authorized.
- Use of Home Office where necessary to counteract danger of infection.
- Employees are requested to make use of telephone and video conferences instead of face-to-face meetings whenever possible.

Special safety measures for visitors, lorry drivers and external contractors

- To get access to our sites we request an obligatory self-declaration from external visitors, lorry drivers, etc. stating that they don't have any respiratory symptoms, temperature rise above 37,2 °C or persistent cough.
- A minimum distance of 2 m must always be maintained.
- All visitors must wear face masks on all meeting and traffic areas.
- Only personal work equipment such as writing instruments and tools are to be used.
- Observance of hygiene regulations, such as regular washing or disinfection of hands.
- Entering workplaces is only permitted with the consent of the company contact person and in compliance with the protective measures.
- Contacts of Trevira employees and lorry drivers are restricted to a minimum.
- Whenever possible, maintenance measures are undertaken by internal maintenance staff. In case external contractors are needed, these contacts are reduced to a minimum.

Unfortunately, according to the current state of knowledge we cannot exclude the possibility that despite the measures we have taken, it can have effects on our production. The reason is, that there has been an increase in cases of illness and cases of quarantine measures due to family concerns for production employees at our sites on which we have no influence. These can have an impact on production and thus may lead in the following to bottlenecks.

Due to the current situation we ask you for understanding, that we are unable to provide you with any further explanations. We will inform you about new findings.

Please don't hesitate to get in touch with us, in case you have further questions.

Best regards,

Sgd. Klaus Holz
CEO Trevira GmbH