

*Customer Information on Coronavirus, 13.03.20*

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

Dear Sirs,

You have asked us whether the supply of goods might be affected by the outbreak and spread of coronavirus (COVID-19) and any resulting issues.

We would first like to reassure you that Trevira has been working closely with the Global Emergency Management Team of our parent company, Indorama Ventures, in response to the situation. We have already put numerous measures in place to help prevent the spread of the coronavirus and to protect our customers, suppliers, staff and other contacts. These measures include the following:

### **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. hand-washing) are displayed on all staff noticeboards and in the restrooms, and have also been communicated via email.
- We update our staff every day on the latest advice on international risk zones from Germany’s central public health authority, the Robert Koch Institute.
- 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 stay at home for up to fourteen days to cover the incubation period of the virus. Anyone who has spent time in the last 14 days in a country or region that was designated as a risk zone must tell their line manager immediately, even if they do not have any symptoms of illness, and must plan to stay at home for the remainder of the incubation period (14 days).
- If a member of staff notices that they have any respiratory symptoms, they must contact their nearest health authority or general practitioner by phone.
- 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.
- Staff who have access to a work laptop are advised to take the laptop home with them when they leave work each day, so that they can continue to work from home should the office have to be closed at short notice.

### **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:

- No travels are authorized to risk zones. The list of the restricted areas is updated continuously by Indorama.
- Employees must not attend meetings with persons that have been traveling to risk zones in the past 3 weeks.
- Participation of Trevira employees in events and business conferences with large participation of individuals is not authorized.
- Travels to not restricted areas are only authorized, if there is a critical business impact.
- Use of Home Office where necessary to counteract danger of infection.
- Employees are requested to make use of telephone and skype conferences whenever possible.

### **Special safety measures for visitors, lorry drivers and external contractors**

- We request a self-declaration from external visitors, stating that an adequate quarantine has been followed in case they visited one of the regions where travel is restricted.
- Contacts of Trevira employees and lorry drivers are restricted to a minimum.
- Check of previous stays (past 14 days) of the lorry drivers before entering the Trevira sites.
- Regular temperature screening for lorry drivers and external contractors entering the Trevira sites.
- Whenever possible, maintenance measures are undertaken by internal maintenance staff. In case external contractors are needed, these contacts are reduced to a minimum.

Based on the current state of knowledge we don't expect any bottlenecks that would effect our production. Please understand that we are currently unable to provide you with any further explanations.

Currently we have only the information that is generally available to us. Therefore we cannot make any binding statements.

We are, of course, in constant contact with our suppliers. As soon as we have new information, we will contact you immediately.

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

Best regards,

Sgd. Klaus Holz  
CEO Trevira GmbH