

**DEVELOP Information****Measures to Control Impact of Coronavirus on Availability of Products****Langenhagen, Germany, 20<sup>th</sup> March 2020**

Dear valued client,

as your trusted business partner, we would like to inform you about the effects of the coronavirus on our production and (service) delivery capabilities.

Operations in our production facilities and warehouses in China resume gradually to a stabilized output level aiming to keep up with the backlog that was created due to the closing of these factories and other coronavirus-related effects (e.g. delays through suppliers). Other DEVELOP Group Operations than China enable us and our European warehouses to meet certain demands of our customers in the foreseeable future. However, we cannot rule out that we will experience delays and shortages (depending on the product and/or service), even though we are working with high pressure to keep the impact on your business operations as small as possible. Operational activities and provided dates may vary and cause disruption in the coming weeks due to Supply & Logistics capacity shortages, upcoming Cargo and Labour restrictions affected by the dynamic development of the Coronavirus.

For this, we are reviewing our supply and allocation policy permanently and try to leverage as much as possible on stock throughout the global DEVELOP organisation. To get a better understanding of your specific order situation, please contact your local Develop partner – he/she will be able to answer specific questions.

We encourage all employees (and we are updating them on a regular basis) to monitor their wellbeing and their social environment carefully and to take precautionary measures to minimize risks of infection, e.g. increased hygiene measures, cancellation of participation in larger events, moving meetings to virtual meetings, encourage – where possible – home office. Travel to or from regions at risks has been prohibited. In case of infection of an employee, we work according to the infection protection law and have put measures in place to minimize the risk of infecting others as much as possible (quarantine).

We have set up a Coronavirus taskforce that monitors the situation and current developments in China, Europe and elsewhere closely and is also planning measures to ensure the availability of systems and services in the future. Additionally, DEVELOP has set up a global business continuity plan that involves regular factory screenings, evaluation of alternative suppliers etc. to ensure a smoothly running supply chain.

Should anything change in these circumstances, we will inform you at short notice. For specific questions on your situation, please contact your local DEVELOP distributor.

Best regards.