

# Business Situation Update COVID-19 (coronavirus)

16<sup>th</sup> March 2020

To Our Valued Partners:

In response to the unprecedented impact on our daily activities related to the global COVID-19 (coronavirus) pandemic, HOWCO as an organization are taking proactive steps to maintain business continuity and stay connected to the needs of our partners.

**Safety & Continuity** - First and foremost, our priority is the safety of our employees, customers and suppliers. We have implemented the necessary controls and are adjusting our operations as required to meet the evolving guidelines related to social distancing and work environment cleanliness. We are developing alternate work plans and implementing procedures to allow our employees to operate remotely where possible.

**Connectivity** - We understand and support the decisions of organizations to limit travel and face-to-face meetings. We have implemented a strict ban on international travel with enhanced screening procedures for any visitor(s) to our facilities. The primary method of contacting HOWCO remains through phone call or email, although should a more detailed meeting be required, all of our global facilities and commercial staff have video conferencing capabilities. We are directing all our staff to utilize this tool when needed to ensure that we maintain the strongest communication link possible.

**Supply Management** - The impact on global supply chain operations is a concern that we all share. Our worldwide investment in strategically located raw material inventory, manufacturing and processing facilities enables us to maintain continuity of supply. We are in regular contact with our supply chain partners to ensure that we fully understand order status and quickly respond to potential supply gaps and mitigate any impact. Should you have any special requirements that arise in your operations, please contact us and we will do all we can to assist.

HOWCO is fully committed to fulfilling our obligations at a global level. This is a time that requires collaboration, creativity and agility to address the quickly changing social environment and simultaneously keep our businesses running. Obviously this situation is very fluid and we will provide both immediate and regular updates should there be a change that impacts you, our business partners.

Thank you for your continued confidence in HOWCO and we look forward to working together during these challenging times. Please do not hesitate to contact us with any questions you may have.

Regards,

David Preston  
Chief Executive Officer  
Howco Group

