

18th March 2020

Reference: Twiflex reaction to COVID-19

Dear Valued Customer,

While COVID-19 is new and some of the challenges it poses are unique, our commitment to you remains the same: to be a trusted partner able to meet your needs with unparalleled service and dedication. With the rapidly evolving COVID-19 situation, we are executing on our two highest priorities:

1. Health and Safety – The top priority at Twiflex is the safety of our employees, customers, and communities.

With information evolving hourly, Twiflex has deployed its business continuity task force to help determine the best course of action to ensure that our employees and customers remain safe and healthy. Following the current guidance from leading governments and health authorities, we are taking a measured approach to responding to the challenges posed by this illness including the following:

- We have activated our own pandemic response plan and are staying current with actions to prevent and mitigate the spread of COVID-19.
- We have implemented a “no visitor” policy at all our locations.
- We have suspended non-essential travel and have implemented a “work-from-home” strategy for all personnel who are able to perform their jobs remotely. Our field sales team remains available to support you utilizing virtual technology (teleconference, videoconference, etc.).
- We are communicating regularly with our employees about preventative measures such as improved hygiene & social distancing. Advising employees to stay at home if they feel sick, have been in contact with someone suspected of being infected or have travelled to high risk areas.
- We have increased the depth and frequency of our cleaning and sanitizing procedures.

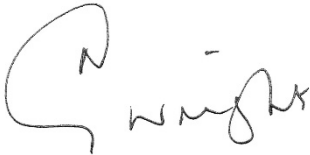
2. Continuity of Supply – In concert with maintaining a safe and healthy work environment, Twiflex is taking all the necessary steps to help ensure a continuity of supply for our customers.

The Twiflex Supply Chain Team is proactively working with all our suppliers to manage the evolving needs of our customers. In many cases, we have multiple suppliers for critical components, surplus manufacturing capacity and strong relationships with our suppliers that we will leverage where possible.

Currently, these proactive steps are working for us. However, as the situation evolves, we recognize there may be additional steps needed and we will proactively communicate with our customers if we believe they could be adversely affected. Our senior leadership team remains vigilant and is monitoring the situation in real time and responding rapidly as conditions evolve.

We remain highly committed to bringing you our very best service while providing our employees and you, our customers, the support needed in these uncertain times. Our business is very much open for your orders. We thank you for your continued support

Best regards



Neil Wright

VP and Director of HDCB