

piCHEM Forschungs- u. Entwicklungs-GmbH

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Raaba-Grambach, 16<sup>th</sup> of March 2020

Dear valued customer,

According to obligations arising from our customer's agreements, we are obliged to inform you on the possibility of any significant disruption to our product availability or shipping schedules.

On Wednesday, March 11, the World Health Organization (WHO) declared the Coronavirus outbreak a pandemic. On Friday, March 13, the Austrian government, similar to most other European countries, have set actions and restrictions to public life in order to minimize the progressive spreading of the Coronavirus. These restrictions will have an unforeseeable impact on all sections of public and work life. Shops and service agencies, not necessarily required for public life, will be closed as of today (March 16<sup>th</sup>). Citizens are asked to stay at home, with few reasons to make an exception. Companies and institutions required for maintaining the civil system or public health are not affected by this restriction as long as no COVID-19 infection occurs within these units. Nevertheless, as domestic and over the border deliveries of raw materials and products might be restricted, this also could eventually result in supply chain shortages.

As an API supplier piCHEM follows the adverse conditions very closely and re-evaluates the situation on a daily basis. We would like to confirm that we are doing our best to continue our services, product deliveries and all other obligations.

However, it should be understood that circumstances may change quite rapidly and supply chain interruptions might eventually occur. Please be informed that there is a system in place to inform you in a timely manner on any significant delay of product supply and/or of delays in the performance of the agreed services. According to the internal contingency plan piCHEM reduces the risk for shortfall in supply and has set a bundle of measures to reduce the risk of infection for the whole workforce or total closure in the incident of a single infection. To stay operative the entire business was divided into two alternating operative units. Whilst one unit is working onsite, the other unit is either working remotely or on stand-by mode to take over the next working period.

These established measures as well as prioritisation of activities necessary for public health allow piCHEM to maintain essential support for customers and clients worldwide throughout this extraordinary crisis. This priority rule caused by force majeure also implicates that projects and services of other customers at earlier development stage – either ongoing, agreed or proposed - might not be performed in the expected and agreed manner and time schedule.

piCHEM wants to support all customers in every possible way at this difficult time and is therefore asking all customers for understanding in case of significant delays or postponed deliveries of your work orders when impacted.

We will inform you in a timely manner in case your project / product is seriously impacted by the current situation.

If you have any questions or concerns, please do not hesitate to contact us.



Dr. Fritz Andreae  
Management, CEO

Yours sincerely,



Corinna Dully, BSc  
Deputy Head of QA