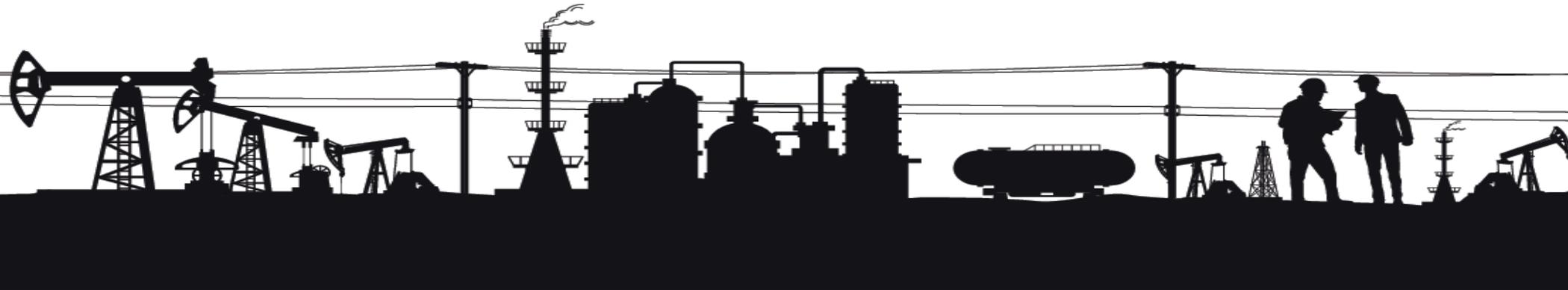


# WE ARE STILL OPEN DICHTOMATIK OPERATIONS ARE ESSENTIAL

Our Supply Chain Provides Products to Critical Market Sectors Including:

- Food & Beverage
- Agriculture
- Energy
- Power Generation
- Power Transmission
- Chemical

DICHTOMATIK is following **Freudenberg's** 10 Golden Rules to ensure Employee Safety



DICHTOMATIK

Any seal. Any time.

a brand of  FREUDENBERG

RE: Supply Chain Disruptions related to COVID-19 Pandemic

To: Dichtomatik customers, suppliers, and business partners

Dichtomatik Americas is continually evaluating the changing environment as it relates to disruptions related to the COVID-19 pandemic. We are monitoring our position and the state of our vendors daily to mitigate risks to our customer base. Lists of affected parts are generated, and our customers will be proactively notified of significant delays.

Currently our non-essential staff are working remotely. Our facilities remain open with limited personnel in support of our customers deemed essential or critical to infrastructure per CISA criteria.

Capacity from our supply base in S.E. Asia is improved to 80%-85% on average and production delays are minimal. There are currently delays and capacity constraints related to European based vendors and select U.S. cities. Additionally, inbound freight costs for both air and sea have increased tremendously in the last few weeks and this has significantly impacted Dichtomatik.

As Dichtomatik's business model is to continuously maintain a healthy inventory level on all items to serve our varying customer base we feel confident we can serve a vast majority of customer demand at this time. The fluidity of this situation requires fast reaction time and adaptation, both strengths of our organization. Please continue to trust Dichtomatik's ability to perform for our business partners.

For specific inquiries or questions please contact our customer service department at [dichtocustomerservice@dichtomatik.us](mailto:dichtocustomerservice@dichtomatik.us)

Please practice social distancing, wash your hands often, and if feeling sick, stay home.

Thank you,

Nikki Benson  
Senior U.S. Operations Manager

**DICHTOMATIK AMERICAS**

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# 10 GOLDEN RULES

**1** The most important and effective steps for personal protection and protection of others against respiratory disease pathogen infections include proper coughing and sneezing etiquette and keeping a distance (at least one meter) from people who are suspected of infection, supplemented by good hand hygiene. The measures are always recommended everywhere in the face of an outbreak of flu.

[>>link hygiene tips](#)

**2** **Wash your hands frequently** with warm water and soap (lather hands at least 30 seconds long) or use an alcohol-based anti-viral hand sanitizer if soap and water are not available. Avoid touching your face (particularly eyes, mouth and nose).

**3** **Cough and sneeze properly** into your arm or paper tissue, which should then be thrown away immediately into the waste and not be left lying around.

**4** Keep your **distance** from sick persons (at least one meter).

**5** **Wear a face mask** where large crowds are gathered, for example, at busy train stations and airports (to reduce droplet infection): The mouth and nose protection needs to be worn correctly for optimal effectiveness. This must fit tightly and be replaced when wet. When worn, it should not be displaced (intentionally or unintentionally).

**6** **If you are returning from travel to China:**

**a) You have no sign of illness:**

- Fourteen days working from home are recommended in agreement with your superior

**b) Should you have symptoms of illness:**

- Get immediate medical help (general physician, hospital after phoning ahead)
- Indicate that you were in China or had contact with sick people
- Notify your superior / HR if you are sick and visit your doctor after phoning ahead
- To prevent infection, you should not come to work ill

**7** **If you had contact with an infected person:**

**a) You have no sign of illness:**

- Fourteen days working from home are recommended in agreement with your superior
- Contact your superior / HR
- Keep a diary, listing the people you were in contact with and for how long

# 10 GOLDEN RULES

7

## **b) Should you have symptoms of illness:**

- Get immediate medical help (general physician, hospital after phoning ahead)
- Indicate that you had contact with sick people
- Contact your superior / HR
- Keep a diary, listing the people you were in contact with and for how long
- To prevent infection, you should not come to work ill

8

## **Travel to / from China**

For the time being no travel will be made to / from China.

9

## **Meetings**

To prevent the spread of a virus in general, consider having a telephone conference instead of a face-to-face meeting. Also consider how you might avoid other gatherings, such as using the stairs instead of an elevator.

10

## **No reason for alarm**

There is no reason to be alarmed. We also recommend that you keep up-to-date using reputable sources (such as the World Health Organization (WHO), Center for Disease Control Prevention (CDC) or the Robert-Koch-Institut (RKI) in Germany).