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**COVID-19 Crisis Response
Business Continuity Plan
Updated 3-12-2020**

Dear valued partner,

At OROLIA, our top priorities are the Health and Safety of our own employees and those of our business partners, along with ensuring business operations continuity. To that end we have established a Business Continuity Planning Team with an initial focus on:

- Employees health protection
- Supply chain continuity

Below is a summary of the corporate-level work already undertaken:

- Following the World Health Organization's recommendations, our Global Human Resources department has implemented special rules to protect all staff by communicating health advisories, applying restrictions on travels, allowing employees to work from home and recommending videocalls as well as social distancing.
- Our Sourcing team has completed a supply-chain disruption risk assessment to ensure that our partners can continue to serve our needs and provide uninterrupted service by securing materials and products.
- We have determined a truly critical components list based on the supply country of origin, checked the current inventory buffer stocks, requested answers from our suppliers to assess interruption risk from Tier-2 onwards and to mitigate these potential risks based on our shared rolling forecasts.
- Results have been reconciliated with our Operations team to ensure we get a robust answer on our level of exposure based on our Sales and Operations Planning.
- These extra measures are on top of our best practices deployed within our supply chain, such as: internal safety stock, supplier stocking agreements, bond agreements, and forecasting to ensure a continuous flow of materials.

Currently, Tier-1 and Tier-2 suppliers have adequate materials on hand to avoid disruptions and announce no-known disruption to their sources of supply.

We are continuously monitoring further impacts COVID-19 may have on our entire supply chain in terms of disruptions to transport of goods as well as manufacturing in order to react as proactively as possible. We are currently working to identify alternative sources of supply in case a supplier announces a shut-down.

As of today, all products remain available for purchase. Do not hesitate to contact our sales administration team for further details.

We would like to thank you for your confidence in OROLIA and express again our full commitment in monitoring our business continuity plan.

Best regards,

A handwritten signature in black ink, appearing to read 'JY Courtois', with a stylized flourish at the end.

Jean-Yves Courtois
OROLIA CEO