

Dear Customer,

We continue to closely monitor the situation regarding the COVID-19 Coronavirus. With the safety and wellbeing of our clients and colleagues our highest priority, we are contacting you with our latest update.

Like many companies, we have implemented a formal COVID-19 monitoring process led by EPC cross functional Management Team. Based on this, we have implemented many common sense response actions within our organization based upon the recommendations and guidance of leading health authorities (e.g. The World Health Organization - WHO, the European Centre for Disease Prevention and Control - ECDC, and the U.S. Center for Disease Control and Prevention - CDC).

Examples of actions we have taken include hygiene recommendations, guidance on what to do if someone has fallen sick, limitations on travel, enhanced cleaning and hygiene protocols at our facilities, and giving appropriate consideration for the preferences and protocols of our customers and other business partners.

**Steps and precautions taken by EPC:**

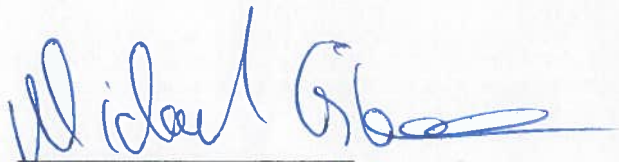
- Office staff with laptops may be asked to work from home to minimize the number of people within the plant, these members of staff will still be contactable by email or phone.
- Our Business Continuity plan takes in consideration the possibility, if needed, to separate/divide our workforce by segregating into teams to minimize spread of the virus should a member of staff become infected or in touch with a confirmed case.
- Tea & lunch breaks have now been spread out to ensure minimum number of staff as gathered at one time in a confined area and allow space between each member.
- Customers will be informed if EPC foresee any delays to their orders.

We are monitoring our supply chain carefully and, as of this writing, our suppliers are communicating, with very limited exception, that the potential risk of disruption is low. However, as you aware, the situation continues to evolve and change with limited notice. As a result, we would like to kindly encourage you to review any present and future demand for EPC products and take a proactive approach to evaluating and updating us regarding your requirements so that we can work with you in mitigating potential supply chain risks.

We will continue to monitor the COVID-19 situation as it develops and provide updates as appropriate. Please note that the information contained in this update is to our knowledge accurate and is presented without guarantee or assumption of liability as a result of its use.

Should a visit from a customer be **absolutely essential** the form on page 3 is required to be populated and sent to their point of contact within EPC.

Following the information listed related to the above, we confirm our maximum effort in order to reduce potential risks Coronavirus pandemic issue with reference to all our collaborators and to our Customer business. All our processes will be managed by a dedicated operative procedure, communicated to all the internal involved parties.



Michael Gilmore  
General Manager



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# TRAVEL DECLARATION FORM – VISITORS

## Precautionary Measures in Response to Cases of Novel Coronavirus Pneumonia

In light of the recent cases of novel coronavirus pneumonia, Europharma Concepts (EPC) has initiated some precautionary measures in order to ensure the health and wellbeing of EPC’s employees as well as our customers and Guests. In light of these measures we would kindly ask for your assistance to complete this declaration form. Please list all travel and recent place of residence (stay) in the last 2 weeks prior to your planned visit at EPC. If applicable, please also provide details of country and date of transit should you stop over at any other country while travelling.

### For External Visitor

Name of Guest :.....

Company Name :.....

Contact Details :.....

Visiting Party :.....

EPC Contact :.....

### Country of Intended/Completed Travel (include destination and transit location)

Country	Period of Travel	
	From	To

Recent place of residence(stay)/comments.....  
.....  
.....

Please submit the completed Travel Declaration Form to your EPC contact person once your travel plans are set.