



Vienna, 26th March 2020

Dear Business friends

The situation we are currently experiencing is unknown to all of us and we are faced with many challenges, worries and also fears. We want to give you an update on how Chemopharma has adapted to the crisis in order to be able to remain our customers' reliable partner while showing utmost due diligence obligation towards our staff.

Wherever possible, our colleagues will be working from home. Minimum staffing is, however, essential in some cases, particularly in our logistics department. We have made arrangements to make sure our staff is physically isolated and we make sure there is a space of minimum 1.5 meters between employees and that there are sufficient hygienic necessities (disinfectant, hygienic handwashing) available at all times and places.

Our warehouse staff is physically isolated by blocking contact both with external staff such as for instance lorry drivers, but also with our office staff. In addition, we have barred all external personal from entering our warehouse.

By governmental Austrian law personal movement is restricted to an absolute minimum and people must stay at home. There are only very limited exceptions to allow buying food, to visit a doctor or to go to work were absolutely necessary. Restaurants and shops are closed since 16.03.2020 and only supermarkets and pharmacies are open.

Due to the fast action and implementation of home work facilities we are able to provide our services as usual. Our worldwide partners are impacted in quite different ways but also do their best to deliver products and services as far as possible. Namely Chinese producers are returning to work and factories are restarting production.

At the same time, as the situation within Europe becomes more serious, we experience growing problems to arrange transport of goods. Although the goods traffic is not affected by border closures, there are delays in transport. Please keep this in mind when planning your requirements. We do hope that improvements will be made during the next couple of days, for instance free lanes for goods traffic on borders. In overseas transport, there are some delays due to shortage of containers. Although supplies from China are mostly back on track, they are widely delayed due to the backlog of orders and domestic Chinese demand. Furthermore, delays have to be expected in other countries due to the further spreading of the pandemic. India has just introduce further measures against the pandemic that affect traffic of goods.

The many challenges we have been faced with have been met with innovative, unusual and flexible ideas and solutions. We experienced that there is excellent cooperation and support and understanding for each other even in difficult times. "Let's get through this together!" is the overall motto.

Last but not least we would like to wish you and your loved ones that you all stay safe and healthy. Take care!

Best regards

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