

Dear customers and partners,

For more than 175 years, Hillebrand has lived by a core value established by our founders, "look after our customers and staff in the best way". This enduring value guides us as we face the difficult challenge of responding to the coronavirus (COVID-19), which the World Health Organization recently declared a pandemic.

In response to the dynamic coronavirus situation, I would like to share the measures we have taken in Hillebrand to both ensure the health and safety of our employees as well as enable complete business continuity for you as customers.

The health of our employees is our top priority. Shortly after the coronavirus outbreak in China, we reviewed existing policies and implemented new measures to protect the wellbeing of our employees and their families.

We have in place a Covid Core Team composed of Executive Committee members to monitor new developments across our global network and to help local teams implement the necessary measures to protect our employees.

The main functions of this team are to:

- Closely follow the World Health Organization and local governments' measures and recommendations.
- Adapt our global contingency plan with common guidelines for all our offices and share best practices for protecting employees' health.
- Regulate business travel as well as entrance to company facilities.
- Expand video conferencing and remote work capabilities for all our staff and offices.

With the expected spread of the coronavirus in more countries, contingency plans are implemented and ready in all our offices.

Hillebrand remains fully operational, all office employees are fully enabled to work remotely where this is or might be required in the following days. We are prepared to continue managing your bookings, your transportation, warehousing and customs clearance. All our key partners and service providers are fully operational too. Our teams will support you and look for alternative solutions if unexpected delays or any other restrictions occur, whether you may need to pull some orders forward, reposition stock through warehousing, expedite smaller consignment through our groupage or airfreight services, or provide insulation protection as an alternative to reefer containers. Keeping your supply chain going is our most important priority.

Since the situation is rapidly evolving, we will continue to update information on our website www.hillebrand.com, and our local teams will keep you informed about the implications for your business in your area.

I wish to personally thank you for your ongoing support and loyalty, and will continue to keep you updated through this dynamic situation. I hope you, your colleagues and loved ones will stay safe and healthy.



Cees van Gent
CEO and Chairman of the Executive Board