

March 30, 2020

Subject: Information - Covid - 19

In these extraordinary times we hope that you, your families and your colleagues are in good health. Together, we are experiencing an unprecedented situation that challenges us all. We would like to assure you today that the EAO Group and all our employees are here for you in these difficult times. EAO has taken the necessary measures at an early stage to maintain its operations and ability to deliver.

We are pleased to inform you that our production site in China is now 100% operational again. Despite the reduced flight schedule, the most urgent requests were covered and shipped by air freight. The situation in China is recovering, but there are still uncertainties in the supply chain, so please contact us early with your needs.

Our production site in Switzerland is also fully operational despite the restrictions imposed by the government. The management of the EAO Group is personally leading various task forces to proactively resolve bottlenecks in materials and supply chain.

Many freight routes in Europe are affected by partial border closures and increased controls. We have been informed by many carriers that only limited delivery capacity is possible and this tends to lead to higher prices and longer lead times. Due to longer processing times at customs and the smaller freight capacity, deliveries may be delayed.

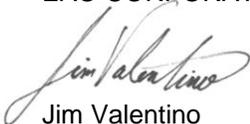
We are glad that at this point all our employees all over the world are well and have not fallen ill with the corona virus. We have introduced all rules for social distancing and hygiene. Many of our non-production related employees are working from home. Our production and logistics teams are hard at work on site. We daily analyze the situation, supply chain and proactively query our suppliers' delivery capacity. Apart from the problems individually communicated to you, we currently have no additional supply bottlenecks. However, as the situation is constantly changing, we will actively inform you of any changes.

We are all confronted with this difficult situation and thank you for your understanding and business during this extraordinary time. Finally, we assure you that your contact persons can be reached as usual by telephone, e-mail and mail. We ask for your understanding that we will refrain from making physical customer appointments until further notice and will use telephone and video conferencing as an alternative.

It is our pleasure serving you also during these challenging times.

Yours sincerely and stay healthy.

EAO CORPORATION



Jim Valentino
President, N.A.