

Subject : Business Continuity – COVID 19 – situation on 17/03/2020

Aviocom, the Netherlands and all other Gaches Chimie divisions, will remain completely operational during the COVID-19 crisis for as long as required by its clients. To overcome the inevitable challenges, it has taken the following “wartime” measures:

### 1. Health battle :

We are limiting the virus transmission risk internally and when facing our clients:

- by our sharpened internal measures to avoid any physical contact, which measures are available upon request; and
- by manufacturing and supplying hydro-alcoholic solutions to disinfect hands and surfaces, as well as supplying transparent panels in between desks, counters and workshops for both our internal use and also for sale to our customers.

### 2. Operational battle :

The continuity of our activities is assured by:

- The presence of sufficient staff (12 sites in Europe), by rotation and working from home when possible
- Daily early morning meetings of Executive Management to discuss evolutions of internal and external needs
- Mobilizing the fleet of trucks at Gaches Chimie (over 35 trucks)
- Adapting our stock levels to the levels required by our clients and our identified risks
- Focusing on the needs of our customers and mutually acceptable payment terms
- Our commitment to continue timely payment of our suppliers; and
- Keeping ongoing dialogues with our customers to adapt our stock levels in order to maintain OTD performance, avoid missing items and to reduce the shared risk of expired products.

### 3. Financial battle :

The continuity of our company is assured by the financial policies that have been in place for over 30 years. Gaches Chimie / Aviocom are therefore well capable to deal with a crisis such as the COVID-19.

Be assured that during this difficult period of time, you can count on us and we are confident that we can beat our common enemy together.

**Pierre Gaches**

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