



See Water in a New Light

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March 15, 2020

To: Our Valued Customers

Subject: Sigura - Coronavirus (COVID-19) update

Dear Valued Customer,

At Sigura, we are deeply committed to the safety of our customers and employees, and strive for business continuity at all times. We are taking the coronavirus (COVID-19) seriously and have a cross-functional task force that is focused on managing through the pandemic in a thoughtful and proactive manner. We remain extremely vigilant and are closely monitoring the situation every day to adjust our safety measures in line with the World Health Organization (WHO), CDC, FDA, recommendations from governments and local regulators.

We can confirm that as of today, our supply chain has not been affected by the COVID-19 pandemic.

In this context, we wanted to provide you with a summary of how we are managing our business to produce and deliver products of the same quality you expect, while keeping your safety and that of our employees' forefront:

- We have proactively educated our corporate, field and plant employees on the importance of taking preventative measures. Sigura employees are well trained in washing their hands properly and practicing good personal hygiene. We have also increased the cleaning and disinfection of our offices and facilities.
- We have implemented strict guidelines to restrict all vendors and visitors to our facilities to those that are business critical such as delivery drivers and implemented a process to identify risks.
- We have implemented a voluntary work from home policy and advised our employees, including sales personnel that non-critical business travel as well as all international travel is prohibited. Our expectation is that all business meetings (including customer calls and presentations) will be conducted through phone or conference/video calls. This guidance is currently in effect through end March, however we are reviewing the evolving situation daily and will extend the business travel ban period as necessary.
- All meetings through April 30th such as seminars, conventions, gatherings and trainings will be postponed to a later date.

Given how quickly this situation is evolving, we will continue to update our plans to ensure the best possible quality of service to our customers and are committed to providing you with relevant updates.

At Sigura, we take the greatest pride in the role we play in the lives of our customers and employees. We appreciate your support, understanding and continued partnership.

Sincerely,

Sigura