

March 18, 2020

Dear Valued Customer and Supplier,

Grupo IDESA has been actively monitoring the COVID-19 situation since last January. Our focus has been on our core values (Integrity and Commitment), and two priority points:

- Health and Safety of our employees and their families,
- Maintaining Business Continuity with our customers and suppliers.

As such, we put a number of measures in place to reduce the risk and prevent the spread of COVID-19 to our workforce, including travel ban that we enforced since March 5th.

In this context, we will stay connected with our customers and suppliers to ensure continuity of service and supply, as well as to adapt to changing circumstances. This interaction will take a different form for the coming weeks, moving to more virtual connection by taking advantage of our virtual communication technologies, such as telephone conferencing, video conferencing and web conferencing. Rest assured that while our face-to-face meetings are reduced, our commitment is to provide you with the highest level of support and quality as always.

We are actively monitoring the situation and taking the appropriate manufacturing and supply measures. If this situation changes, we will let you know as soon as possible.

At last, we would like to remind you that your IDESA contact is always available to answer any question or concern you may have regarding orders, deliveries and product availability during this time.

We value for your business and want to take this opportunity to thank you for your understanding and support.

Sincerely,

Grupo IDESA

