



**PAKi LOGISTICS GMBH**

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Dear customer,

given the risks associated with the spread of the Corona virus (COVID-19), we want to emphasize that PAKi Logistics is fully committed to the health of our employees and all people involved in our activities. At the same time, we strive to guarantee the operational continuity of our services in relation to you, our customer.

We strictly follow the measures of the relevant competent authorities. In addition, we introduce a series of additional preventive measures based on local reality and the constantly changing situation. However, these internal measures do not affect our business continuity.

In order to guarantee our service, our employees work remotely as much as possible. This is in accordance with general guidelines from German Federal Ministry of Health and the WHO. Working from alternative locations means they continue to have access to all necessary systems to be able to properly facilitate you. Are you in need of support or do you have a question? Then you can always contact your daily contact person, either via e-mail or by phone. Our operational continuity will therefore continue to be guaranteed.

Meanwhile, we are part of a complete and complex ecosystem and as such we depend also on external partners who could be affected at different stages based on their geographical location and associated legal recommendations or their type of business. We are in very close contact with our partners, in order to keep you "up to date" and we can count on our large network of spots, pallet repair shops and pallet plants to continue serving our customers to the best of our capacities. In some cases, it is however possible that it will take a bit longer to find alternative solutions to supply or collect load carriers. In those difficult times, we need to support each others, stay united to go through this bad patch as quickly as possible.

Although the situation on your side is probably similar, we should prepare our joint planning as much as possible. With this in mind, we thank you for informing us as soon as possible of your needs for the coming weeks. We are currently working with a 2-week planning, giving priority to requests concerning food and hygiene.

We thank you for your efforts and understanding and will continue to be at your disposal with our usual good service.