

To: ERMA FIRST Clients,, Partners, Suppliers

Protocol no./ Date: March 16, 2020

Subject: ERMA FIRST Uninterrupted operation

Message from ERMA FIRST team

With the coronavirus (COVID-19) affecting communities and families around the world, ERMA FIRST, is taking this opportunity to reassure any concerns regarding our business continuity.

As our priority remains the health and well-being of our employees, customers and partners, we have taken measures to safeguard our community and at the same time continue to do business during this time of uncertainty. ERMA FIRST is committed to support you and your business as you adjust to these challenging and changing circumstances. We are committed to minimize disruption to your business.

Currently our deliveries are not impacted and our efforts for systems' commissioning and After Sales Support attendance on global level are strengthened. We are undertaking measures to make doing business with us easier:

- Since Friday March 13th, the majority of our office staff is working from home. All of them have access to their emails, landline number and cell phone. As such you can contact us with the same way of you were doing prior this period.
- All ERMA FIRST departments are active. Thus, they can support you on every query you may have.
- In case you don't know the direct number or the cell phone of the ERMA FIRST staff you want to get in contact with, you can always call our call center at +302104093000 which is fully operational. Then the operator will connect you with you the person you wish to reach
- Our production and warehouse are working in full capacity. The operation though has been divided to two shifts and health protection measures have been enhanced.
- Our commissioning operations attendance are subject to the local travel restrictions. Thus, prior each attendance, ERMA FIRST Service Support team(servicesupport@ermafirst.com), in cooperation with the client, is planning the attendance.
- Our After Sales Support attendances are subject to the local travel restrictions. Thus, prior each attendance, ERMA FIRST Service Support Team (servicesupport@ermafirst.com), in cooperation with the client, is planning the attendance.
- ERMA FIRST Korea technical teams are operating in full capacity covering all Korea and areas where travel restrictions do not apply.
- ERMA FIRST Shanghai Technical Teams are operating in Full capacity covering all China and areas where travel restrictions do not apply.
- We are constantly reviewing our operations in all departments and we welcome feedback, ideas and questions!!!

We're here, and we're committed to support you during this challenging time.

Stay well,
ERMA FIRST Team