



March 17, 2020

Subject: Continuation of service in the current situation of COVID-19

Dear customers and partners,

We would like to inform you of the situation and of the various measures implemented which prioritize first and foremost the health and safety of our employees and our business partners. In this regard, we want to reassure you about the continuation of our operations: all of the production lines are operational, the supply of raw materials is maintained, sales and customer service will continue to serve you well, sometimes at distance, and we have enough products in stock to meet demands.

As the safety and well-being of our business partners and employees is a priority, our efforts are focused on maintaining safe operations. All our people are mobilized and are innovating in order to transform our processes and our way of doing things to adapt to this situation. We are closely monitoring the current context and are taking all possible measures to control the risk of the virus spreading. We are following the recommendations of public health authorities, the provincial and federal governments and the World Health Organization. Among the measures implemented are travel restrictions, teleworking, drastic increases in health measures, social distancing, etc.

We are also limiting meetings and visits from suppliers, customers or employees to our offices and factories. We therefore invite you to contact us before presenting yourself in person. Truckers and suppliers involved in delivery and shipping activities will also be required to comply with additional sanitary measures taken accordingly.

In the exception of site visits, our teams are always connected via all other communication channels to answer your questions and ensure the steady pursuit of all business activities. It is also possible to organize meetings and presentations with our representatives by video conference (Microsoft Teams, FaceTime, Skype, etc.).

This situation reminds us of how connected we are as a global community and our thoughts go out to all those who are affected in one way or another.

If you have any questions, please contact your resource person at RESISTO.

RESISTO[®]

Receive our best regards,

A handwritten signature in black ink, appearing to be 'R. Voyer', written in a cursive style.

Richard Voyer
Vice-President and CEO
SOPREMA North America

A handwritten signature in black ink, appearing to be 'P. Gaudreault', written in a cursive style.

Patrick Gaudreault
Vice-President
RESISTO North America