



Seneffe, 19/03/2020

## **Flavence's operational continuity**

Dear Customer,

At Flavence's, given the circumstances associated with the spread of COVID-19, we have put in place a series of measures :

### 1) Preserving the health of our employees and of all of us

In order to guarantee the protection of all our employees and to avoid the spread within the team and to our relatives, the following measures have been implemented internally:

- Homeworking for the administrative and commercial services
- Introduction of new work schedules for the operational team: division of the team into 2 fixed shifts without crossover (1 worker per zone)
- Prohibition of physical contact between colleagues and with any external person (delivery man, postman, ...)
- Respect of interpersonal distances when several people are in the same room during breaks
- Provision of disinfection solutions for hands and work places to all employees
- Regular reminders and verification of basic hygiene measures
- Cancellation of all meetings (internal and external)
- Mandatory hand disinfection for any external person who presents him/herself

### 2) Ensuring the continuity of our operations

#### **Our production unit and laboratories keep running.**

In order to guarantee the supply of your products, Flavence has taken upward positions on all of its raw materials. Except in the case of delivery problems (e.g. border closures for goods, etc.), this should enable us to process most of your orders in the coming weeks.

In addition, we have adapted our production schedule in order to release your orders as quickly as possible and to avoid any potential delivery delay or failure.

FLAVENCE



We will therefore proceed with the delivery of your orders as soon as they are ready. An email will be sent to you to inform you of their departure.

Regarding your development projects, the preparation and shipment of your samples is being pursued.

3) We remain at your disposal at anytime

More than ever, communication, whether digital or by phone, is essential. As usual, we remain at your entire disposal to answer any questions and to support you in your projects.

New direct (mobile) telephone numbers have been specially opened to deal with these exceptional circumstances.

Our sales representatives can be reached at all times at the following numbers and addresses:

- Arnaud de Beukelaer : 0032 465 032 920 – [a.debeukelaer@flavence.com](mailto:a.debeukelaer@flavence.com)
- Sandrine Braet : 0032 465 032 960 – [s.braet@flavence.com](mailto:s.braet@flavence.com)

Aware of the imperatives that the situation imposes, our entire team is committed to putting the adaptability of our structure at your service.

Everyone's health is the absolute priority, and lives depend on our behaviour.

Take care of yourself and your loved ones.

The Flavence team.