

Biedermansdorf, April 2020

Corona virus (SARS-CoV-2) - UPDATE 01.04.2020

Dear customer!

In view of the current outbreak of the so called "Corona virus" we like to inform you about the safety, measures and possible delivery delay of our products. The update will be made after taking into account the current measures of the Austrian federal government¹.

As per the safety of food for human consumption we expect, according to the current expert view (BfR - Bundesinstitut für Risikobewertung, AGES, FIAA - Fachverband der Nahrungs- und Genussmittelindustrie Österreichs, Deutscher Verband der Aromenindustrie e.V.), that a transmission of the pathogen via food to humans is unlikely. Akras Flavours is, among others, certified according to a GFSI recognised standard, IFS Food. Thus high hygiene requirements are standard. The viruses are usually transmitted primarily via secretions of the respiratory organs. Transmission via inanimate nature is not known to date (e.g. Doremalen et al. 2020, The New England Journal of Medicine). GMP is therefore a suitable procedure to limit the spread of the virus.

Akras Flavours has taken the following measures concerning hygiene and protection against transmission by other people:

- All contacts with external persons (suppliers, customers, ...) have currently been reduced to the bare essentials.
- External people are not allowed to enter the company building. If necessary they are allowed to enter following a specific hygienic policy, i.e. wearing face protection mask FFP3 and gloves. The approval of the management must be obtained.
- Employees have been instructed to refrain any physical contact (shaking hands,...) with other people in the company.
- The number of persons permanently present in the company has been reduced to a minimum in order to facilitate the greatest possible spatial distance between the persons. The minimum distance between employees is 3m.
- Special hygiene measures are taken for inevitable maintenance work. It is mandatory to wear face protection mask FFP3 and gloves.
- Travelling abroad is currently prohibited.

¹ <https://www.sozialministerium.at/Themen/Gesundheit/Uebertragbare-Krankheiten/Infektionskrankheiten-A-Z/Neuartiges-Coronavirus.html>

- All employees must report any infection in their immediate environment immediately to the personnel management department.
- We hold video conferences instead of personal meetings.
- The internal cleaning staff clean and disinfects all contact surfaces at least twice a day (WC, doors,...).
- Employees who have stayed in areas that are particularly affected (according on the travel warnings of the Austrian Federal government), must report to the personnel management department upon return and proof that there is no infection with Covid-19. A monitoring system has been implemented.
- Larger accumulations in the company (lunch,...) are prohibited or arranged in such a way that the contact to other people is reduced to the most necessary.
- We keep our employees informed about current events and recommendations of the Austrian Federal government and WHO.
- All visitors (exception: drivers and express mail services) must enter the company at the reception and run an additional hygiene measures.
- Drivers and express mail services are only received in the expedition area without any physical contact to employees. Further, any access to the building is prohibited.

Akras Flavours has taken the following measures concerning hygiene and protection against transmission by drivers and express mail services:

- Drivers and express mail services are treated without any physical contact and are requested to run an additional hygiene measures. They should stay in the drivers cab.
- Wherever possible, warehouse employees are equipped with appropriate protective clothing in the company. Akras Flavours employees must unload and load trucks with appropriate protective equipment (face protection mask FFP3 and gloves). Without any exception, unloading and loading by external persons are not permitted.
- With regard to a risk assessment for transmission of the pathogen via food, we refer to the statements of the Fachverband der Nahrungs- und Genußmittelindustrie Österreichs (FIAA) of 17 March 2020 and the BfR of 13 March 2020 (see appendices).

Akras Flavours has taken the following measures regarding working hours and contact between employees:

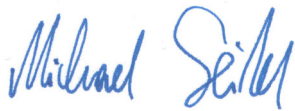
- We have changes the working hours. Individual areas throughout the company were divided into several teams. The teams are NOT allowed to have any physical contact with each other.
- Key personnel were selected who are indispensable for the normal processes in our plant and who continue to work on site under all necessary safety measures.
- Key positions have been equipped with home offices; working from home and are only on site for indispensable actions.
- Laboratory employees were divided into 2 teams, which alternate weekly.
- Office employees have been divided into 2 teams, which alternate.
- Sales employees are in home office.
- In the production we are working in a 3-shift mode.
- In the warehouse we are working in a 2-shift mode.

Shift supervisors in the production and warehouse are the last people leaving the building. One shift enters the building when the former one has left the building.

Generally, to avoid any delivery delays, we have several suppliers for one ingredient approved. The possibility of short-term delays due to additional import controls and restrictions exists and is very likely from May 2020. Therefore, we do not foresee any increased risk for deliveries until May 2020, but cannot provide long-term guarantees due to developments in the transportation industry. We are monitoring carefully any possible effects due to border closures and the loss of flight connections. We will inform you immediately in the event of an expected delay in your delivery. However, please note that all offers and order confirmations are subject to change due to further public law measures.

If your quality control team has any further questions please direct your inquiry to our QM team via your account representative.

Kind regards,



Mag. DI Dr. Michael Seiter
Head of Quality Management