

Dear Valued Customers and Business Partners,

At Zuellig Industrial, the safety, health and well-being of our people, their families and our business partners remain our highest priorities. Hence, we have been proactive in implementing precautionary measures to safeguard our people and business partners, whilst also implementing action plans to ensure continued productivity and customer support.

With the ever-changing environment surrounding the COVID-19 pandemic, we want to provide you a broad update on what we are doing to manage service and delivery to our valued customers across the region.

At this time, all Zuellig Industrial locations region wide are open and operational whether physically, or remotely. We continue to work every day to meet our commitments, and deliver quality, reliable products and services that you have come to expect from Zuellig Industrial and are essential to your success. We are committed to working with you through any unexpected challenges the COVID-19 situation may be causing.

In relation to on-site customer service and support, while each country is experiencing different levels of COVID-19 restrictions, Zuellig Industrial continues to provide services in areas where travel is still permitted and to the extent that our employees and customers remain safe. In countries where regulations are restricting travel and, or requiring social distancing, we have improved our system capabilities to allow for enhanced virtual interactions to keep our team members and customers connected, and safe.

In countries where government regulations are impacting our ability to physically be on-site with customers, we are doing our best remotely to provide the support, service and resolutions you require. Similarly, should government regulations or other circumstances surrounding COVID-19 impact our ability to keep our facilities open or operational, we will notify affected customers promptly and work with them to try and find alternative solutions.

We are closely monitoring all developments around COVID-19 within the region and globally, and have business continuity plans in place across the region to help us successfully overcome the challenges of a fluid and rapidly changing environment.

On behalf of the Zuellig Industrial team across the region, thank you for your business, trust and continued partnership. We hope you, your family members and colleagues around the world remain safe and healthy as the world continues to navigate the COVID-19 pandemic.

Safest wishes,

The Management of Zuellig Industrial



Allan Vich Nivatvongs



Volker Braun



Frank van Baal



John Wilson