

*Dear Promont customers and partners,*

*We really hope you all are staying safe within these unprecedented circumstances.*

*As the COVID-19 Coronavirus continues to affect everyday life, we are all entering into unfamiliar territory. As an organization, we have taken many preventive actions to protect our team members and support continued operations by focusing on limiting the potential spread of the virus. At the same time, we are continuously monitoring the worldwide situation to be able to react in the shortest possible time.*

*However, despite risk mitigation we are performing, there are a lot of factors that we cannot influence in any way. Most of them will have some impact on goods deliveries to you.*

*First of all, the implementation of borders and strict control of people movements. What's more in Poland we have had school, college and university closures since 11-March, along with cancellation of sporting events and mass gatherings. As a result, we have around 10% of our workforce not in work due to childcare needs and some self-isolation. At this time, we have not seen any significant reductions in productivity or efficiency and for the moment, the supply chains are largely unaffected.*

*One of the main issues we are dealing with is transportation. As Poland has effectively closed its borders to non-Polish Nationals in an effort to halt the spread of the virus, there are strict controls in place for returning Polish Nationals, returning from other countries. All returning nationals must self-isolate (regardless of their health or foreign destination) for a period of 14 days. A consequence of this is that there are significantly less freight companies that are willing to deliver products to foreign countries. That means not only longer transfer times but also increases in freight costs.*

*We know that your company will also be experiencing these kinds of issues and whilst we are doing everything we possibly can to minimise the delays and disruption to the supply chain; there are quite obviously, circumstances beyond any of our control. We thank you for your patience and understanding at these difficult times and appreciate your cooperation and support and most of all your business.*

*We will endeavour to keep you up to date and informed as things progress and should you need any assistance or further information, please contact the undersigned and I will do my utmost to answer your questions.*

*Regards*

*Anna Szczurek-Surma*