



March 20, 2020

Dear Valued Customer,

As the current environment is rapidly changing, Orora continues to place the highest concern on the health and safety of our co-workers and customers while minimizing potential disruption to your supply chain. Below is an update on the steps our Orora Crisis Management Team has taken as a response to the COVID-19 health emergency. **It is important to note that all Orora North American sites remain open and fully operational to support your business needs. We will continue to keep you informed immediately if there is any change to that status.**

As you are likely aware, several states including California, New York, Pennsylvania and Illinois have announced additional critical measures to help prevent the spread of the corona virus. These state orders place restrictions on businesses and residents. Included in these orders, companies that are defined as "Essential Businesses" are strongly encouraged to continue their role in the production and supply chain of Food, Healthcare and various other industries uniquely defined by each state. **By these standards, Orora is deemed an essential part of the critical infrastructure and will continue to operate.**

As previously communicated, we are closely following social distancing guidelines to minimize potential exposure with our team and have implemented the following practices. Wherever possible, we have separated our administrative team from our warehouse and driver personnel to minimize contact. We recently implemented technology to move non-worksites tied co-workers to work from home and have identified redundancy for key roles to ensure business continuity. We have discontinued all air travel indefinitely, moved in-person meetings to WebEx, and have restricted site access to visitors. We will continue to evaluate and implement incremental ways to maximize the safety of our team.

With more than 65 locations across North America combined with state of the art technology, our powerful SAP system allows us to conduct the majority of business from anywhere in the world. We have reviewed and refreshed our business continuity plans to prepare for site interruptions and minimize impact. Our Supply Chain Team is working closely with our manufacturing partners to ensure continuous supply of products, monitor risks, and quickly escalate to our customers. At this time, our supply chain remains strong.

In this dynamic environment, the Orora Crisis Management Team continues to evaluate status on a daily basis and make decisions appropriate for that time. We will continue to provide updates on our website at [ororapackagingsolutions.com](http://ororapackagingsolutions.com) under the "Resource" section in addition to sending out email communications. If you have any questions, please reach out to your Orora Sales Representative or email [solutions@ororagroup.com](mailto:solutions@ororagroup.com).

Thank you for your continued business and partnership through this challenging time.

Regards,

A handwritten signature in black ink, appearing to read "Bernie Salvatore".

Bernie Salvatore

President & CEO, Orora Packaging Solutions