



Committed to service

## KLK UPDATE -COVID-19

March 18th, 2020

Dear Customers

We wanted to reach out and let you know what KLK is doing to support you ,our customers, in response to the **COVID-19** outbreak. We have implemented several processes to help ensure the safety of our employees and customers and to avoid business disruptions. These will enable our team to continue meeting projected milestones and making deliverable good. A few updates include:

- Remote work:** We are taking multiple preventive safety measures to help ensure a healthy working environment for our employees and customers. If necessary, however, KLK is set up for remote work; it is already integrated into our culture since some years ago.

- Production:** We maintain normal production schedules. We have made different shifts to prevent all our workers and to ensure the on-time delivery of the goods to all our customers.

- Customer Support:** You can continue to contact your KLK representative via email or, just in case, phone for any support needed. KLK will be there to support our customers as needed as always, but of course with some limitations regarding unnecessary travels.

- Meetings:** We will continue to hold scheduled meetings, and we will use Skype web conferencing or conference calls when needed in place of face to face meetings (in-person).

We are closely monitoring updates from our government. We will evaluate additional measures as needed to support our customers; We will keep you updated as our plans evolve. This is an unprecedented time for all of us and we would like to let know that our team is ready and committed to supporting you any way we can.

Please let us know if there is anything, we can do to assist you.

Thank you for your understanding, and we hope you and your loved ones are well in these trying times.

With gratitude,

**Teo Conejero**

General Manager KLK

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