



November 6, 2020

Dear Aptar Customers and Partners,

I hope this letter finds you and your loved ones safe and well. As we are now in the second wave of the COVID-19 virus, I wanted to take a moment to update you on the continued actions we are taking to minimize risks to our people, our facilities and our partnership with you.

We are rigorously monitoring the ongoing situation across the globe, including the rise in confirmed cases in Europe, Brazil, Russia, India and the United States, and below is a summary of Aptar's on-going actions:

- **Protection of our Sites and Employees:** Our COVID-19 Action Team has continuously adapted our remote working policies and sanitary procedures in accordance with the legislation and/or regulations applicable to each of our facilities and offices. We have also maintained travel restrictions and have limited visits to our premises to a minimum.
- **Business Continuity:** We have ensured the continuity of supply of our products despite having dealt with the temporary shutdown of vendors or interruptions of our own operations and delays in delivery due to transport capacity reduction. We conduct regular impact analyses and have developed contingency plans should the COVID-19 crisis worsen. We are confident that we are taking all the available and reasonable measures to maintain our continuity of business.
- **Sourcing of Materials:** We have reinforced the monitoring of our supply chain and have taken additional measures to implement or develop alternative sources if necessary.
- **Transport:** We are monitoring transport capacity and any potential waiting periods at the borders in case of cross-border transportation which could disturb deliveries. At this stage, we do not foresee any critical issues.
- **Sales and Order Flow:** We are monitoring the order flow to address all the demands of our customers, optimize our production and address priorities linked to the delivery of products used on sanitizing and cleaning solutions, along with stoppers and syringe components for vaccines.
- **Electronic Collaboration and Future of Work Team:** We have greatly increased deployment of digital engagement formats and the training of our people in their effective use. On a daily basis, our segments are holding virtual events, digital co-creation sessions and webinars with our customers, potential prospects and industry partners. We have formed a Future of Work team focused on collaboration and communication, the working environment, talent development and other areas impacted by COVID-19. Our Pharma segment has also launched a knowledge hub on our website which contains our latest scientific content and digital event information, all designed to inspire and foster innovation. We are encouraged that, as a result innovation pipelines remain strong across all segments.

We stand committed to providing you with the best products and services, while also focusing on the health and safety of our people.

The overall impact and duration of this crisis is unpredictable, however, we are committed to taking all necessary measures to maintain the continuity of business and we will reach out to you should there be any known impact.

If you have any questions, please do not hesitate to contact your Aptar representative.

Sincerely,

*Stephan B. Tanda*

Stephan B. Tanda  
Aptar President and CEO