

March 17, 2020

### **To our customers and suppliers**

Derived from the WHO warning about the COVID-19 coronavirus and the increase of cases in Mexico, we want to inform you that we are taking all precautions to protect our team members, customers and suppliers, maintaining safety and best practices as our main priority.

We have already implemented different actions to take care of the supply chain of the materials and services that we commercialize. Among them are:

- We established access protocols for employees and visitors to ensure that the body temperature is at the right level and taking questionnaires to discard symptoms and clinical conditions that would imply high risk in our 33 locations.
- We took advantage of our installed capacity and state of the art technology and information systems to increase remote work, conferences, and videoconferences, considerably reducing the number of people in our facilities and maintaining 100% of our level of service and regular operation.
- We restricted external visits to our facilities, and are complying with our customer´s restrictions and standards when visiting or delivering material to their facilities
- We worked together with our key suppliers to develop a contingency plan for each one of them

We are in constant communication with our suppliers, and closely monitoring the development of the situation in the different countries where we operate in order to maintain continuity in the supply chain of the products that we commercialize and produce.

We will maintain constant communication with our customers and suppliers, promptly informing the actions we will take to continue providing service on an ongoing basis.

For any questions or clarifications, do not hesitate to reach out to your Pochteca contact person or dial 800-838-3729 (Calling from Mexico) or +52-5552785900.

The Pochteca team is ready to assist you.

Sincerely  
Armando Santacruz  
CEO