

Updates on Order Focus and Shelter-in-place - Avery Dennison LGM-NA



25 March 2020

Valued Avery Dennison Customer,

As we continue to monitor the rapidly evolving COVID-19 situation, we are committed to keeping you updated on our processes and plans as they may impact your business with us. Below you will find several important updates:

- **Focusing Orders:**
 - We appreciate your business, loyalty and patience during this challenging situation. We are continuing to experience unusually high demand. Our coating plants are currently running very efficiently, however the incoming demand outpaces our weekly capacity. As a result we need to extend our lead times to 4-5 days until further notice.
 - We will continue to provide material for essential products. There is a strong possibility that we move to an allocation process on paper material for essential product categories in the coming days. We will keep you informed and updated as this becomes necessary.
- **Shelter-in-place Orders, Closing of Non-essential Businesses:**
 - Canada - Ontario and Quebec distribution centers are open
 - Sample department is temporarily closed in Painesville, OH
 - Any sample requests have been entered and the last shipment went out Monday the 23rd.
 - After Monday, any sample requests will be accepted but not fulfilled until after the sample department is able to return to the office.
 - Mentor office building is closed temporarily, the mail room will remain open.
 - If you need to send in material for a submitted claim, you may continue to do so normally. We have a process in place to receive these items.
 - The pilot coater in Mentor is temporarily closed.
 - The product lab in Mentor will remain open with the team working in reduced shifts and observing all hygiene and social distancing rules. There may be delays in claim handling due to the reduced teams and shifts. The R&D lab is temporarily closed.
- **Business Continuity Process:**
 - In the event we have exposure in part of one of our facilities, we

would quarantine that part of the site and complete several deep cleans per CDC standards. In most cases, the entire site would not need to be shut down. In the event we do need to close down an entire site, we would deep clean the entire facility per CDC standards and flex the volume within our network until the site can be reopened.

- **Health of our employees:**

- All employees that can work from home are doing so
- Any employee that feels unwell is being asked to stay home
- Employees coming into sites are being asked to take their temperatures daily before they come in. Thermometers are also being provided for them.
- Hand sanitizer and soap/water are provided at each site
- Employees are practicing social distancing

This situation is ever-evolving and our plans are adapting with the circumstances. We will continue to send you frequent updates via email. As always, please feel free to reach out to your Avery Dennison sales or customer service representative with any questions.



Gernot Ritzdorf

VP Sales, Label & Packaging Materials, North America