



COVID-19 Update - Avery Dennison LGM-NA

15 May 2020

Valued Avery Dennison Customer,

First of all, I hope this note finds you, your families and staff staying safe and healthy. These have been difficult times for everyone, but we have been especially proud and thankful for the strength and resilience of our employees as they continue to adapt to new ways of working.

As we enter the middle of the second quarter, we see consumer buying habits begin to normalize a bit within the industry, however, we realize that our service levels are not yet back to your expectations nor ours, and our team is working hard to improve our service. Some lead times have improved from our Greenfield and Fort Wayne plants, but we have work to do at other plants. Our customer service and supply chain teams are working diligently to get your orders entered, produced, and shipped while operating in a constrained environment that protects the health and safety of our employees.

I have been fortunate enough to meet some of you over the phone these past two weeks and I look forward to the day when we can all meet in person. I hear your concerns and I have made reliability and service my first priority. We will continue to send you updates via email, and your feedback is important. As always, please feel free to reach out to your Avery Dennison sales or customer service representative with any questions. You can also reach out to me directly.

Throughout my 25 year career with Avery Dennison, I have always put our customers at the center of everything we do. I want to thank you for your continued support, flexibility, and patience as we strive to improve our service and reliability during this challenging time. Our commitment to you continues. Thank you for your business and for your trust in Avery Dennison.

Kind regards,

A handwritten signature in black ink, appearing to read 'Bill Podojil', written in a cursive style.

Bill Podojil

Vice President of Sales, Label & Packaging Materials, North America