

Update on Customer Service and Business Continuity - Avery Dennison LGM-NA



20 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 some updates in the areas of operations, customer service and business continuity:

- **Operations:**
 - The new coating asset at our Greenfield site is operational and has been able to help us meet increased demand. However with the influx of orders we have received, we are currently experiencing a 1-2 day lead time delay on orders.
 - In order to help mitigate delays, we are also adding additional shifts over the weekend in Greenfield.
 - The Canadian border is shut down to non-essential travelers, however our carriers are listed as essential and at this time we do not foresee an impact from this, aside from potential border delays.
 - We are aware of the mandate in Pennsylvania to close certain businesses and manufacturing facilities. Our sites have not been impacted by this policy. We are actively working with the other states where we operate to ensure the same level of continuity to our operations.
- **Customer Service:**
 - Our customer service team is fully operational while working from their homes. We have seen an increase in call volumes due to unusually high demand. At this time, we are able to stay on top of the volume. If you have any questions, please feel free to reach out to your customer service or sales representative.
- **Business Continuity Process:**
 - A few customers have inquired about our Business Continuity Process at our sites. 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.

We sympathize with everyone affected by this situation. The safety of our employees is paramount, but we also know we play a key role within the supply chain of critical goods such as foods, pharmaceuticals and transportation. We ask that you are cognizant of our ability to turn orders around and fulfill large orders quickly in this new environment in which we must now all operate. This situation is ever-evolving and our plans are adapting with the circumstances. We will be sending 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.

Classification: Avery Dennison - Public

Customer Statement Coronavirus (COVID-19) for Avery Dennison Products



Gernot Ritzdorf

**VP Sales, Label & Packaging Materials,
North America**