



**Covid-19 in the world- Letter to Customers- UPDATE on April 2nd 2020**

Dear Customers,

As we previously informed you, our Huizhou (China) factory resumed work on 12<sup>th</sup> February and is now at its maximum capacity to catch up on delayed orders. Our Hanoi (Vietnam) factory was never shut down and is also at its maximum capacity.

We are now glad to confirm that after 2 weeks being shut down, our facility in Dole (France), will resume operations on Monday 6<sup>th</sup> April as scheduled. We are continuing to monitor our suppliers and pulling in orders where we see it necessary. This far all suppliers are performing adequately.

In all plants, our first priority and responsibility is to protect our employees. So we put in place all necessary protection and processes measures to protect them.

We really want to thank all C&K employees who are showing a great commitment to support our valued customers during this critical situation.

All orders impacted by the shutdown were already re-scheduled, and new commitment given. Our customer services department have all necessary information in case you would need a confirmation. We could of course still face some issues, and will keep on updating you on a case by case basis if we need to re-schedule again some few shipments.

With the drastic reduction of flights between the different regions of the world, it becomes more and more complex to find solutions to ship out products. We have experienced some delays in transit times as well as increased costs and expect this to continue for the foreseeable future. Our logistic teams are working continuously to find solutions and minimize these delays.

Our crisis management team will continue to monitor closely the situation until full recovery of the situation in the different regions.

For any questions, feel free to call your Customer Service usual contact or send an email to

- EMEA: [customerservice.emea@ckswitches.com](mailto:customerservice.emea@ckswitches.com)
- Americas: [americascustomerservice@ckswitches.com](mailto:americascustomerservice@ckswitches.com)
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We will keep on updating you on the situation, and post any significant update on our website.

Lars BRICKENKAMP  
Chief Executive Officer  
C&K