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Date: March 20, 2020

Subject: COVID-19 (Coronavirus) – Supply Chain Management Update

Dear Valued Customers,

Since our communication was sent last week, we've continued to see the extraordinary impact of COVID-19 (Coronavirus) and the disruption of our daily lives. The health and safety of our employees, customers and business partners remains our top priority and we are committed to keeping you informed of our efforts to ensure minimal disruption to our supply chain.

As the pandemic and its impact on the global economy rapidly evolves, Manaras-Opera has been in constant contact with our global supply chain partners. We can report that our Asian supply chain is almost back to normal. Our factories have resumed operations and our safety inventory reserves of raw materials and components remains at a comfortable level. This portion of our supply chain is deemed back to normal.

The focus has now shifted to Europe and North-America. Although both regions are profoundly impacted, our factories are running as usual, and currently have a 3-month inventory supply. Under current conditions, we do not anticipate any disruption to our supply chain, inventories of raw materials or components, nor in pricing, in the foreseeable future.

In addition, we have implemented several measures within our offices, production facilities and warehouses to help support and protect our team members, while maintaining our core activities:

- Our head office created a Coronavirus Steering Committee that is making decisions for the business and communicating to employees.
- Shared frequent messages from leadership to all employees with transparent updates on company-wide guidelines.
- Banned all corporate travel.
- Emphasized that employees who are not feeling well should stay home and have laid out a policy for sending home sick employees, which has been enforced. We are imposing quarantines to some at-risk employees (returned from personal overseas trips, elevated age, etc.).
- Cancelled all customer visits, large internal meetings and group trainings indefinitely.
- Promoting social distancing across the company. Promoting regular handwashing with water and soap. Ensuring all of our facilities' break rooms, doorknobs, light switches, etc, are thoroughly disinfected daily.
- Implemented stringent guidelines for all visitors (truck drivers, subcontractors and customers).

We are conscious of the fact that this pandemic might affect global supply and prices. However, based on our current, low to moderate supply chain disruption, Manaras-Opera aims to protect its customers against shortages and price fluctuations for the next 3 months. Serving our customers is a top priority and our business teams will work diligently to communicate with individual customers about any potential disruptions.

Rest assured that we remain at your service for all your commercial operator needs and that we will keep you informed as the situation evolves. We would like to offer our thoughts and support during these challenging times.

For further information about COVID-19, please refer to the following links:

- > <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- > <https://www.cdc.gov/coronavirus/index.html>
- > <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Thank you for your continued support and understanding,

Sincerely,

Pierre-Louis Foucault

Director of Operations

Manaras-Opera