

Updated communication on Symetal's COVID-19 safety measures list

Value Chain

At Symetal, our highest priority is the Health and Safety of our people and the public. Since the initial outbreak of COVID-19, we have responded immediately by taking several precautionary measures to protect our employees and maintain business continuity.

Adding to this, our Procurement Department is in close contact with all of our suppliers, ensuring Symetal's supply chain continuity. We have already initiated a COVID-19 response plan that prevents any disruption in our production process by taking the following measures:

- Ordering of raw materials with a long-term stock coverage, thus stabilizing our production.
- Close cooperation with our suppliers, thus enabling flexibility on the fluctuations of demand. This action, combined with the already established relationship with our key-suppliers has led to an uninterrupted supply chain until now.
- Maintaining transparency and traceability of our supply chain and enabling alternate sourcing to cover possible delays or shortages.
- Monitoring continuously daily market developments to identify any problem in the logistics chain.

Customer Care

Symetal has undertaken considerable planning to deliver the same level of service excellence to its customers, even in such difficult and challenging times. Our response plan has been designed to ensure that our added-value products meet customer needs and any requests that may arise during these unstable times. Teleconferences between our departments are taking place on a daily basis, ensuring that our production facilities run at full throttle. Adding to this, we reassure that all key functions are and will remain operational through appointed teams and back-up plans.

As we are facing this crisis together, we are committed to staying utterly focused on the well-being of our employees, our customers and the public. Having a high sense of responsibility towards our stakeholders, we will be monitoring national and international developments and in any radical change of the current conditions will update our safety measures list accordingly.

Oinofyta, 10/04/20

Mandra, 10/04/20