

March 24, 2020

Dear customer,

In these uncharted territories, responding to the many challenges arising from the Global COVID-19 pandemic, we understand that you will be considering your business now and what it may look like in the future. I would like to assure you that at GLORY while our primary concern is to minimise the risk of spreading infection, protecting our people, our customers and partners, we are also working very hard to minimise the impact to your business.

As a socially responsible global business, we are closely following the evolving guidance from governmental and health authorities across the world and are confident that we are doing all we can to adhere to the very latest advice to support national and international strategies in combating the spread of the virus.

Within our International Business we have undertaken a number of protective and preventative measures designed to minimise risks of infection to our employees, customers and business partners. These measures include: a review of our Supply Chain operations to ensure continuity of delivery as much as is within our control; a change to our employees' working practices, such as remote working for employees able to do so until further notice, and protective measures where employees are based in locations where their roles do not allow them to work remotely, but which will allow them to carry out their work safely, with low risk of exposure to the virus. In addition, we have introduced comprehensive guidance to all employees who work in direct contact with customers, such as Field Service Engineers or Installation teams, covering day-to-day activity and interaction with customers and equipment that maximises hygiene practices and minimises risks of transmission. We have also increased stock levels in Forward Storage Locations to minimise dependencies on single warehouses. All measures being introduced are designed to keep everybody safe, while serving the needs of customers and partners to ensure as smooth a service from Glory as possible.

While there may be some slight changes to how employees work with you during this time, we are confident we are doing everything we can to provide continuity of service, to safeguard our people and avoid disruption to our customers.

We thank you for your understanding and support at this time. We are confident that we will continue to be able to meet customer needs and our teams will inform you as soon as normal working practices resume.

If you have any questions about orders, delivery or service, please contact us through your normal GLORY representative.

Akihiro Harada
CEO
GLORY GLOBAL SOLUTIONS

