

March 26th, 2020

Subject: Qualicaps Europe business activities during State of Alarm/ Emergency – update

To Whom It May Concern,

Today, after almost two weeks since the Declaration of Alarm / Emergency in Spain and Romania, I am content to inform you that both sites of Qualicaps Europe in Alcobendas (Madrid) and Bucharest continue operating in full. This is in large part thanks to the commitment of our employees, both those working from home and those whose physical presence is necessary in the factories, laboratories and offices, trusting in the strict measures that have been taken to protect them from infection while carrying out their labour. Their overwhelming solidarity with the society via ensuring the continuation of capsule production for medicines essential to fighting against the virus COVID-19 is nothing short of remarkable.

As responsible for the sustainability of our business during this crisis and afterwards, I established a Crisis Management Committee made up of the European Leadership Team and our company doctor, that has been meeting every morning to analyse changes in the situation resulting from the Health Ministries and/or possible cases of coronavirus among the personnel, to understand their possible impacts, and to determine if and what additional measures must be implemented. We are also coordinating responses to the crisis with our sister sites in Japan, the USA and Brazil, as well as with other companies belonging to Mitsubishi Holdings Corporation Europe.

Several of the most relevant actions that the Committee has implemented in this time include:

- Separation of personnel belonging to different areas of the company at all times, particularly in shared spaces like the cafeteria. Production shifts were regularized also at the onset of the crisis so that there is no overlap nor interaction between the outgoing and incoming teams.
- Taking of temperatures of all employees before entering the plant and assuming their post.
- Medical service by telephone for our employees provided by our company doctor, available for consults from 9:00 to 19:00 every day of the week.
- Strict limitation of face-to-face meetings, and when they are held, 1-2 metros of distance is observed by maintaining empty seats between and directly in front of participants. This is also the case in the cafeteria during serving hours.
- Strict standards of hygiene, including the installation of disinfectant gel dispensers throughout the premises and obligatory application for entering, as well as more frequent disinfecting of all zones particularly sensible to contagion, such as the cafeteria, bathrooms, offices, and surfaces like door handles, tables, etc., among others.
- Placement of visible signs specifying our goods as “essential materials for medicine manufacture” on finished pallets and documentation such as the packing list and delivery note to facilitate transport across borders.

- Anticipation of order deliveries, prioritized production planning, increase of volumes, and maintenance of safety stock for capsules specific to current higher-demand products.

I am optimistic that together as a society we will be able to overcome this unprecedented health and economic crisis and will put in all my efforts so that Qualicaps contributes throughout.

Wishing you and yours health and safety,

A handwritten signature in black ink, appearing to read 'Javier Santamaría', with a long horizontal stroke extending to the left.

Javier Santamaría
President, Qualicaps Europe, S.A.U.