

**Updated official statement coronavirus (COVID-19)
30th of September 2020**

Dear reader,

Through this letter we would like to inform you of the measures the CLB Group has taken to continue to ensure the safety of its employees, customers and partners regarding COVID-19.

At the moment, we're strictly following the advice of the Dutch National Institute for Public Health and Environment. The following recommendations are currently enforced in The Netherlands:

General measures

- 1 Working from home is the norm.
- 2 Good accessibility is essential: we therefore ensure that we are easily accessible for each other and you during office hours via telephone, e-mail and Microsoft Teams.
- 3 We stay at least 1,5 meters away from others, indoors and outdoors.
- 4 Until further notice, no internal physical training, team sessions, (large) meetings and other non-urgent gatherings will take place.
- 5 We do not shake hands and wash our hands regularly with water and soap.
- 6 Do you experience (mild) cold complaints (such as (light) coughing, sneezing, a runny nose, and/or a sore throat) or have you recently been in contact with a person who had complaints and/or was tested positive for COVID-19? Report this to your manager immediately, stay (and work from – if possible) home and have yourself tested.
- 7 Cough and sneeze in the inside of the elbow and use disposable paper towels.

Additional measures at our offices

- Because working from home is the norm, an employee will only physically be at one of our offices if absolutely necessary. The extent to which this applies is defined per location.
- When an employee is at the office for necessary reasons, a maximum number of people per location, room and team applies.
- Carpooling is not allowed unless you're part of the same household.
- We use the disinfectant hand gel provided to us frequently during the (working) day.

Physical meetings with our customer family

Physical meetings with our customers are possible when the above and local (additional) measures are met, the meeting cannot be realized remotely and our colleagues will not be in direct contact with patients or residents.

In case it is necessary to carry out work on a care department, the department must be empty and/or closed. When it's not possible to close and/or empty a department and it's an emergency, the safety of our employees must be guaranteed by ensuring they can keep a distance of at least 1,5 meters from patients and/or residents. If there is any doubt about the necessity or safety of a meeting/visit, we will always discuss this with you before the meeting/visit takes place. Naturally, your and our safety are the top priority in making the final decision.

Delivery of products and (spare) parts

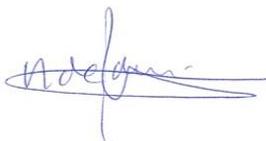
The consequences of COVID-19 are far-reaching. At a national level, concerns arise across many sectors, including the technology sector, about shortages of medical devices, other products and (spare) parts. At the moment there are no shortages within the CLB Group. We monitor our supply chain, which is largely within the CLB Group, carefully and daily. In case anything changes, we will of course inform you as soon as possible.

How you can help us

We ask for your understanding if, due to prioritization, we cannot immediately meet your request. We also urge you to inform us immediately if COVID-19 affects your business operations, in case they're affiliated with the CLB Group. For example in the event of an infection within your own organization, (future) delivery problems, newly identified safety risks and so on. We will then take appropriate action immediately.

Thank you for your continued attention.

Kind Regards,



Niels de Bruin
CEO
CLB Group