



March 23, 2020 - Santiago, Chile.

As we are all aware from the daily news updates, the spread of COVID-19 continues with outbreaks in many different countries, a growing cause for concern. Governments, health organizations and news agencies around the world are highlighting the dangers we are exposed to and the precautions necessary to protect ourselves, our families and our colleagues. If you have been, or know of people affected by this illness, we at Golden Omega, send you our thoughts and best wishes for a full and speedy recovery.

We want to share information about the steps we are taking to keep our employees healthy and safe whilst working to ensure that we can continue meeting your requirements. Below are the actions recommended by our Crisis Committee, part of our business continuity plan.

*Golden Omega Team:*

- Regular health and family risk assessment.
- Office personnel were transitioned to work from home.
- Where practical, both internal and external meetings should be carried out via online platforms, rather than in-person meetings.
- Internal restrictions are in place for all non-essential domestic and international air travel for business, for all Golden Omega global offices.
- Required 14-day quarantine procedures implemented for all personnel returning from any out-of-country travel.
- Strict limited access to only necessary, qualified personnel for all operations where product or raw material is exposed, and only when donned with appropriate gowning.
- Strict limited access to only necessary qualified service providers and sub-contractors.

*Procedures and Hygienic Practices:*

Although there is no evidence that food is a probable source or transmission path of the virus, Golden Omega has proactively implemented additional food safety measures to our already high standards, including:

- Temperature checks and hand disinfection for all people before entering the site.
- Operators must wear an additional full-face mask where product or product components are exposed.
- Additional sanitation of manufacturing and packaging areas.
- Additional sanitation steps to the drum top cover and drum caps.

*Global Supply:*

We know how critical the timely and safe delivery of our products is for our clients. At present we assure that our storage and production facilities are operating normally, and orders are available for shipment in line with promised dates. Up to today we do not have any disruptions in logistic services as a result of government restrictions; however, we are:

- In the process of securing additional inventory across our global distributors.



- Working closely with our suppliers to assure our own supply chain, seeking advanced warnings of any potential delays.

Over the coming days and weeks, we will continue monitoring this unpredictable situation; having the time to react accordingly makes a significant difference. We encourage you to keep an open and continuing communication with Golden Omega so that we will be able to maintain our service level.

Thank you for your continued support and confidence. I wish you a safe passage through this situation both personally and professionally.

Sincerely yours,

Jorge Brahm

Managing Director