

## To whom it may concern

Etten-Leur, 17<sup>th</sup> March 2020

### Re; Covid-19 – Transport/Delivery situation

Dear Madam/Sir,

Based on the current situation in Europe where local governments are taking individual measures to try to slow down the Covid-19 outbreak, we unfortunately have to inform you that a delivery to your factory, contract filler or other location is becoming more of a challenge.

Due to the lock down of o.a. France, Italy and Spain and other limitations put in place in the rest of Europe we kindly request you to help us to get your orders still delivered.

Therefore please take note of the following:

- Before we ship your truck our logistics or CS department will ask you for instructions regarding the situation in your area. What is important to know is if we can reach your warehouse or factory based on the situation in your area or country. Do we need special documents, permits to get into your country etc. It is very difficult to get correct information at the moment and therefore we also rely on your help to know what the situation is.
- There are many trucks which are being checked at the border and/or upon arrival at customer. We also notice extra security procedures when unloading = longer unloading times. It becomes very difficult to arrive in time. We therefore do not accept firm slot times anymore for deliveries. In many cases they can simply not be achieved anymore based on the stated delays.  
It is our experience at the moment that this applies predominantly for groupage shipments as they need to unload at several destination. For full truck loads to one destination the delays are shorter.
- Some customers have special hygiene rules for unloading, such as drivers without mouth protection being denied to the premises; Note : the mouth protection mask needs to be supplied by the customer upon arrival at the warehouse. Mouth protection masks cannot be obtained anymore in the Netherlands as all supplies have to go to the hospitals, medical centers, care homes etc. . Forwarders will do their best and have instructed drivers on hygiene precautions.

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- Note that when you ask us to deliver to you, and the truck is denied access, is not allowed to unload or your location is closed, PET Power cannot be held responsible for the cost involved and the transport cost + waiting times will be invoiced.
- If you collect your own goods from PET Power, please note that we will prepare the goods for you in the warehouse. If your truck is delayed please inform our supply chain department ([supply@petpower.eu](mailto:supply@petpower.eu)) immediately. We will try to do what is in our power to load your truck when you arrive. If you do not show up without notice to us, we will need to invoice you a no show fee of Euro 350,--.
- Orders which have been placed and confirmed by us cannot be canceled. Should you have a problem with taking them please speak to your account manager. We can store the goods here for a limited period of time at cost of Euro 5,-- per pallet per week, so you can take them at a later date. The latter is necessary as we will have to store these pallets in an external warehouse as we need our own warehouse for the ongoing productions of many food and health care bottles & jars.
- When your factory is going to shutdown because of the Covid-19 situation please let us know in time so we can take necessary actions in time.

You will understand that the instructions above are not written with pleasure but these are necessary, and based on the challenges we are facing in the last couple of days.

We are very concerned about the current situation and we will do our utmost to produce and deliver all ordered goods in time, as long as this is possible.

These extraordinary circumstances, which are completely beyond our control, may however result in Berry PET Power not being able to meet agreed lead times due to lock down of countries and other individual rules per country which could result in lack of raw materials, packaging material, availability of trucks, personnel etc

We trust that you will understand the above and that we can work together to ensure continuation of supply as much as, and as long as possible.

Kind regards,

Berry PET Power BV



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