



Dear Valued Customers,

I wish to provide information on our operational performance due to COVID-19.

We are pleased to advise that Intermetal's manufacturing facilities remain operational and will continue serving the needs of all our customers, in both essential industries and beyond. To ensure a safe working environment and business continuity, both our factory and office workforce are working in shifts to maintain social distancing while still being able to service our customers.

During these unprecedented times, our primary objective is to ensure that our production facilities are safe for our employees and our Health & Safety Team is on site to make sure that our workers are wearing the mandatory personal protective gear, including face shields, masks, eyewear, disposable gloves and proper uniform. These practices are also adhered to at sites and during all deliveries. Our factory and office personnel must follow safety protocols such as social distancing and staff, workers or anyone entering our premises/facilities are subject to mandatory temperature checks. No one is permitted to enter our facilities without the proper PPE.

At all times, we have a percentage of staff and managers working within the office and the remainder of our team are totally set up to work remotely, hopefully, without any disruption to our customers. In the short term there may be some disruption caused, however, we are doing our utmost to make it as minimal as possible and hopefully we will see some recovery in the market next month.

In the GCC region, road transport of goods for non-food and non-medical products has been challenging, and in some instances impossible due to border closures. We are working closely with our logistics partners to keep us informed of new developments at all times. However, we want to inform you that sea transport is available to all GCC countries. We will work together with you to ensure your orders are delivered on a timely basis.

If you have any questions, please feel free to contact us as our team is available to assist.

Customer Service: +971 56 656 5892

Customer Service Email: [lermie.hamilton@intermetal.com](mailto:lermie.hamilton@intermetal.com)

Main Switchboard: (971 4) 884 1650 Ext. 0

Thank you for your continued support and we will continue to provide updates. In the meantime, from all of us at INTERMETAL, Stay Safe!

Sincerely,

A handwritten signature in dark ink, appearing to read "Bedros", written in a cursive style.

Bedros Bambokian  
Managing Director  
Intermetal LLC