

From:

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Update: COVID-19

Dear customer/partner,

The global spread of COVID-19 and the subsequent extreme measures that countries are implementing to slow down the virus have had and are having a serious impact in all of us. All countries are imposing isolation measures, which far from relaxing, will become tighter in the weeks to come.

Impextraco has increased its safety protocols as we continue to monitor the situation closely. This has translated into both an international travel ban for our sales force worldwide and the implementation of home-office policy for all employees whose presence at site was not essential for the daily operation. Additionally, we are complying with all governmental requirements to control the virus and thereby, protect our workforce.

Having said that and despite these moments of hardship, our production plant and distribution centers continue to operate at full capacity thanks to our factory team. Similarly, our QA/QC teams are guaranteeing the same high quality standards as usual and last, but not least, our diligent customer service team is assuring the delivery of our products under these exceptional circumstances.

As you can see, we are doing the utmost to secure the supply chain, however, we would like to ask you to please place orders further in advance than usual to ensure proper planning and delivery.

The health of all our customers, partners, employees and supply chain partners is now our priority. We are complying with all government requirements to protect our workforce and control the virus.

We, as Impextraco, have always appreciated the effort of our partners to safeguard our local presence worldwide, but in the current situation where uncertainty seems to take it all over, we do not only want to acknowledge your efforts but also thank you immensely for your trust and cooperation. We will not let you down. Together we will not only defeat COVID-19, but we will come out stronger from it.

Marc & Yves Vanden Avenne