

IDS COVID-19 Update

Dear Customers

As the risk has increased due to the Coronavirus (COVID-19) we wanted to let you know what recent steps IDS have taken and how we continue to support our Customers.

Based on guidance from the World Health Organization and local country travel restrictions, we have upgraded our actions, per our Business Continuity Plan, with specific steps to account for the increased risk level of COVID-19.

At IDS, our employees and customers remain our top priorities as measures are taken to reduce any impacts to our customer base. In order to guarantee our supply chain, we have implemented measures to restrict access to all our sites, including our manufacturing premises. We are also currently monitoring all employee travel and reducing non-critical visits to our customers. In addition, we have assessed the possible threats to our supply chain, both directly and indirectly and have appropriate control measures in place.

Currently we foresee no issues with regards to our raw material supply and have no current restrictions within our production facilities. However, given the unpredictability of events such as these, we are continually reassessing and closely monitoring the situation in order to be able to take immediate, necessary measures to guarantee continuity of production and product delivery.

Regarding our field service support, interventions during this period are limited to urgent remedies. However, if you do have any questions, please don't hesitate to contact our technical support team for further guidance. **For any other support, our business operating hours remain unchanged for both Customer Service and Technical Support and your local Customer Service and Technical Support contact details can be found under the contact tab on our website .**

We wish to thank you for your continued business.



Jaap Stuut
CEO

In the event of an issue affecting our workplace we will follow local Government guidelines and notify any effects of this promptly.