

To our customers

# Situation update 18-03-2020

Dear customer of AgroFair,

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The whole world is plagued by the coronavirus. If it is not the disease itself, preventive measures cause a lot of uncertainty and difficult working conditions. I would like to inform you about the situation as we experience it for the banana chain.

1. The demand for bananas in Europe is unprecedentedly high.
2. Many logistic processes fail due to protective measures:
  - a. physical document traffic (e.g. bio-COIs, EUR1s),
  - b. the rotation of containers,
  - c. logistic processes in ports
  - d. Customs processes.
3. The situation in the Netherlands: The Netherlands is not in lock-down. Many problems are caused by people suddenly being forced to work from home, where accessibility, mutual consultation and access to computer systems do not always run smoothly. The schools are closed, so that the children are at home, and the parents work from home. You can imagine that this is not the most successful combination.
4. AgroFair has taken the following measures:
  - a. 50% of staff work at home in rotation with remote system access.
  - b. Every morning at 9 o'clock we have a video meeting in which we discuss the current issues and adjust the logistic process.
5. Banana production:
  - a. To date, the production and supply of bananas has not been endangered. We hope and expect that food export will be spared when governments take measures.
  - b. Given their high dependence on exports, we assume this. So far, there are no producers who can no longer function due to illness or forced closure.
  - c. **It is very difficult to predict volume availability due to the high uncertainty in logistics and difficult communication.**
6. We're doing everything we can to provide you with the requested volume, as we always try to do. We may be able to supply more volume if you can accept some flexibility in specifications, certifications, ports of loading, prices. Even then, securing the regular volumes and more, is challenging as you will understand. Nevertheless, we will do everything in our power, in collaboration with you, to satisfy your needs.
7. We also wish you wisdom and insight to get through this difficult period as safely as possible.

With best regards,

Hans-Willem van der Waal, CEO