

Domžale, April 20, 2020

## HELIOS's update on the coronavirus (COVID-19) outbreak

At HELIOS, we have introduced several measures since the outbreak of the coronavirus (COVID-19) in order to avoid disruptions of our operations as well to ensure safe working conditions for our employees. During these challenging times our core values, responsibility, customer focus, speed & efficiency and professionalism reflect more than ever in everything we do. We are consistently doing utmost to provide best possible service and to meet our customers' expectations.

Our production sites **are operating with only minor disruptions**, considering local restrictions and measures. Similarly, we are experiencing minimal disruptions to our raw material supplies. As the situation with the suppliers across the Europe and transport companies changes daily, please note that some delays in our deliveries and longer waiting times are possible.

In accordance with local government ordinances, this week we have **reopened our retail stores** for DIY customers in [Slovenia](#), while our retail stores in [Austria](#), [Czech Republic](#) and [Slovakia](#) have already been opened in previous weeks.

Furthermore, we would like to inform you that our production site **Helios TBLUS in Slovenia will not operate** between April 27, 2020 and May 1, 2020, due to the public holidays. However, our logistic operations will remain undisrupted, therefore please align your shipments through your standard contacts.

Thank you for your understanding and cooperation during this exceptional situation.