

Dear Customer and Partner,

First of all, I sincerely hope that you and your loved ones will get through these uncertain times safely and in good health.

In response to recent developments in relation to the coronavirus (COVID-19) outbreak, Furniture Leasing (FLC Furniture GmbH & Co. KG) has initiated our contingency plan in mid March 2020.

While we are carefully monitoring the rapidly changing situation in all areas we are operating in and are following guidelines by local health authorities and the World Health Organisation, **we are fully operational** and stand ready to support your moves in these uncertain times.

The health and well-being of our customers, our team members and other stakeholders is our top priority. We are following strict protocols to avoid any unnecessary risks:

- We've **strengthened our cleanliness measures**. Surfaces of furniture and other items will be disinfected again immediately before delivery.
- All teams are equipped with hand sanitizers and other safety tools such as gloves.
- We also frequently **clean our facilities** with recommended disinfectants.
- We instruct all staff members who feel unwell to strictly stay at home and contact medical facilities if needed.
- Our operations team will offer a **preparatory call** prior to the delivery or pick up date to coordinate **any additional safety measures** and address any questions you or your customer may have.

While many FLC team members are now working from home, our telephone hotline continues to be available 7 days a week at **+49 69 460 99 809**.

Sales and support inquiries continue to be handled within our normal response times. All our warehouses are fully operational.

If you have concerns or questions, please do not hesitate to get in touch with us.

Best regards,



Daniel Ishikawa, CEO