

Dear Customer

May 2020

The COVID-19 (coronavirus) pandemic significantly impacts the business of voestalpine High Performance Metals UK Limited, its customers and suppliers.

Due to the unprecedented situation we all find ourselves in, we write to place you on notice at the earliest opportunity that these circumstances may lead us to implement the following in the short term:

- Temporary closure of facilities
- Reduced workforce
- Restriction of movement of people and goods
- Potential cancellation, delay, postponement of orders

We would like to reassure you that at present our supply chains remain uninterrupted. We have implemented and will continue to review measures to try and ensure continuous operation of our business activities to protect our employees, customers and supply chain.

However due to the constantly evolving situation we are unable to foresee the future consequences of this pandemic on ourselves, our supply chain and customers. As a result, voestalpine High Performance Metals UK Limited may not be able to perform some of its obligations that may be affected by this unforeseen situation. This may include (but is not limited to) cancellation/postponement/delay in delivery of purchase orders.

This letter hereby notifies your company that this situation may become a force majeure event under which voestalpine High Performance Metals UK Limited shall be excused from and shall not be held liable for any delay or non-performance of its obligations where such delay or non-performance is caused by the consequences of COVID – 19 (coronavirus). Please rest assured that at such a stage we be in contact with you and will continue to review our obligations in order to try and plan to mitigate the consequences of such an event. This letter is without prejudice to all of voestalpine High Performance Metals UK Limited's rights and remedies, all of which are fully reserved.

We will of course keep you informed within these exceptional circumstances as and when performance of our obligations becomes unlikely.

At the same time we would also ask you to review your own position. Please do get in touch with us as soon as possible to discuss any issues that may be currently affecting you or that you envisage for the future concerning your own supply chain/customers where this may lead to disruption/non-performance of your obligations with us. Communication here is key and we want to support you and help mitigate any issues wherever possible to agree a pragmatic way forward together.

Whilst writing we would like to place you on notice of a slight change to our normal process that will relate to all New Purchase Orders that may be made during this crisis/in the future. In addition to our

normal process/terms and conditions all offers/order confirmations and the resulting delivery obligations will be subject to the express reservation that their fulfilment is not made legally or factually impossible, or considerably impeded or delayed, either due to measures ordered or recommended by law/authorities to combat the Corona pandemic (COVID-19) or due to other events occurring in this context. We expressly reserve the right to unilaterally change or suspend periods or deadlines or, if necessary, to notify the customer of the non-fulfilment of our delivery obligations (in whole or in part), if this should become necessary after the time of submission of the offer/transmission of the order confirmation in accordance with the reasons stated above. You agree not to assert any claims whatsoever against us arising from such non-fulfilment of delivery obligations. This provision is essential for us for all new orders moving forward.

We appreciate everyone is having to make rapid decisions about how to manage through this fast-evolving crisis. By working together and keeping communication lines open, we can help each other get through these testing times.

We wish you all the very best in what will be challenging months ahead.

Tom Gowans

Country Manager / Managing Director