



## A Message from Ranpak's Chairman and CEO Omar Asali

Dear Business Partners:

Ranpak continues to monitor the COVID-19 outbreak while taking steps to ensure the safety of our employees and business partners, as well as the communities we serve. We are actively following the recommendations of the World Health Organization, the Center for Disease Control, and local health departments. And we are in regular communication with our teams providing updates, while encouraging safe practices detailed herein. Lastly, we are implementing several measures to promote a safe working environment broadly at Ranpak.

We have implemented measures to encourage employees to stay home if unwell and ensure only healthy low risk groups are in our facilities. We are also implementing a work from home policy, where feasible. And we have supplied the necessary materials and are strongly encouraging our team members follow fundamental health guidelines around regular washing of hands and coughing, and sneezing etiquette. We have restricted air travel. And we are minimizing meetings and activities that encase multiple team members in small spaces, like conferences rooms.

Our sales teams largely work outside of the office, and we have emphasized safety with them as well. They will be available to assist our customers throughout this difficult period. This includes leveraging telephone, video and other electronic forms of meetings to conduct business. We have postponed large customer meetings to later in the year or moved those meetings to electronic interactions. While our sales team will be available for face to face meetings where unavoidable, we encourage all to use electronic means whenever possible.

Subject to the above, we will continue to operate our production and distribution facilities, albeit leveraging social distancing and other measures to promote a safe operating environment. We anticipate minimal disruption in pick-up, shipments, and availability.

Most of our logistic partners are currently shipping on a normal schedule. Exceptions are in highly impacted areas like Italy, certain regions in China and South Korea, and where local conditions present particularly significant challenges. To date, both inbound materials and outbound freight interruptions have been minimal.

Ranpak values our relationship with you, and we are committed to community health during this unprecedented crisis. If you have any questions, or if there is anything we can do, please contact your Ranpak representative.

Sincerely,

Omar Asali, Chairman and CEO