

March 17, 2020  
Executive Management

## **Customer Information – COVID-19 (Coronavirus SARS-CoV-2)**

The outbreak of Coronavirus (COVID-19) and the extremely unpredictable developments of the past few days are posing major challenges to us all. We want to meet these challenges in the interest of protecting the safety of our and your employees, as well as to maintain our day-to-day operations as best we can.

For this reason, we would like to inform you regarding the following key points:

### **1. Crisis unit**

Under the leadership of our managing directors, our crisis unit assesses the latest developments regarding the Coronavirus and the resulting consequences for our Leonberg location on a daily basis.

### **2. Day-to-day operations**

In order to protect the health of our employees, we have ordered anyone at our Leonberg location who is able to work from home to do so. For our employees who must work in the office, we have implemented measures to reduce possible contact as much as possible. For the time being, this ensures that our operations remain stable across the company, including our production facilities. Our supply chains are also currently demonstrating a high level of stability. As a result, given the current situation, we are still on schedule in terms of deliveries.

### **3. Business travel**

Currently, many of our customers do not want suppliers to visit them. At the same time, to protect our employees, we have reduced business travel to the absolute minimum. Nevertheless, we still want to be there for you during these difficult times. You can reach our employees as usual by phone or via e-mail. They are happy to help.

If you would like to visit to our Leonberg location for technical acceptance of pumps, for example, we have implemented strict self-reporting requirements that must be complied with prior to your arrival.

We also want to carry out our service work in the most effective way possible so that your installations continue to work smoothly.

All of the measures we have implemented are based on the official recommendations made by the Robert Koch Institute as well as the provisions in the countries where the service work is to be carried out. Given how quickly the situation is changing, we ask for you to understand that our approach and the current delivery situation are subject to change extremely rapidly. We will provide you with daily updates and let you know if anything changes with regard to the points listed above.

We want to remain a reliable partner for you even in these difficult times. We ask for your understanding if some things are a bit different than usual.

LEWA GmbH

