

Endress+Hauser Management AG · Kägenstrasse 2 · 4153 Reinach BL · Switzerland

To our customers and partners

## Executive Board

Dr Andreas Mayr  
Chief Operating Officer

Nikolaus Krüger  
Chief Sales Officer

Reinach, 25 March 2020

## Effects of the coronavirus pandemic

Endress+Hauser has taken comprehensive measures in response to the coronavirus pandemic. The health of employees, customers, partners and the public is a top priority. Our aim is to ensure our ability to supply and serve our customers worldwide. A task force is coordinating the action at Group level. The current situation is as follows:

### Sales and service

- Our worldwide contacts in sales and service are still available when working from home.
- With an [endress.com account](https://endress.com), customers can track deliveries, get prices and delivery times and order products.
- Technical information, drawings, documents etc. can be downloaded from endress.com at any time.
- With Smart Support, Endress+Hauser supports customers online with service issues.
- New Smart Support functions enable audio and video communication via mobile and stationary devices.

### Ability to deliver and product availability

- Endress+Hauser is still able to deliver.
- By order of the authorities, we have to close our plants in India (presumably until 14 April 2020), Italy (4 April 2020) and South Africa (16 April 2020); production in France is facing personnel constraints. This may lead to longer delivery times.
- We are doing everything possible to remain able to deliver, especially for system-relevant industries.
- Irrespective of this, we are evaluating the possibility of deliveries from other production sites.

### Material availability in our plants


- Material availability in our plants is – with restrictions in the area of certain temperature sensors – ensured for the coming weeks.
- We are working hard to ensure that these materials remain available beyond this period.
- Wherever possible, we are pursuing a dual sourcing strategy in procurement, ideally from sources in different countries or on different continents.
- For critical components, we have expanded our safety stock.

## **Delivery logistics and on-site support**

- In delivery logistics, restrictions on the part of service providers are resulting in longer regional transit times. Our sales centers are informing and supporting affected customers.
- For countries and regions where official regulations restrict operations, we have emergency plans in place for sales and service to provide further comprehensive support for customers.

## **Measures to protect against infection**

- We have limited travel to essential journeys (e.g. urgent customer service activities).
- We have canceled all major meetings and events until further notice.
- We have taken extensive organizational measures at our sites to ensure a high level of hygiene and to maintain sufficient distance between employees.
- Comprehensive home office regulations are in place in most office areas.



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