

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, 2 November 2020

## Effects of the coronavirus pandemic

Endress+Hauser is responding to the development of the coronavirus pandemic worldwide with measures that allow rapid and flexible adaptation to local conditions and requirements. The health of our employees, customers, partners and the public is a priority. Our aim is to always serve our customers in the best possible way and ensure our ability to supply at all times. A task force is coordinating the action at Group level. The current situation is as follows:

### Sales and service

- Our contacts in sales and service are available to you worldwide, whether they are in the office or working from home.
- Wherever possible, our employees visit and meet customers. They are familiar with common protective measures and comply with the locally applicable rules.
- If official restrictions apply, we have emergency plans in place to ensure further comprehensive support for our customers.

### Online support

- With a personal [endress.com](https://endress.com) [account](#), our customers can track deliveries, get prices and delivery times and order products.
- Technical information, drawings, documents etc. can be downloaded from [endress.com](https://endress.com) at any time.
- With Smart Support, we support customers online with service issues.
- Our Visual Support app enables audio and video communication via mobile and stationary devices for service cases.

### Ability to deliver and material availability

- We are able to deliver worldwide; our global production network is up and running.
- Material availability in our plants is ensured.
- 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 sufficient safety stock.
- In delivery logistics, longer transit times can occasionally occur. Our sales centers are informing and supporting affected customers.

## Measures to protect against infection

- We have taken extensive measures at our sites to protect against infection.
- We ensure a high level of hygiene and sufficient distance between employees.
- We have generally limited travel to essential journeys.
- We have canceled all major meetings and events until further notice.
- Our employees are currently working in the office as well as from home, depending on the local situation. This does not affect our availability and performance.



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