

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, 9 July 2020

Effects of the coronavirus pandemic

In response to the coronavirus pandemic, Endress+Hauser has taken comprehensive measures which we always adapt to local conditions and requirements. The health of our employees, customers, partners and the public is a priority. Our aim is to serve our customers worldwide in the best possible way and ensure our ability to supply. 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 [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 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, we are occasionally experiencing longer transit times. 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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Chief Operating Officer



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Chief Sales Officer