

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 April 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

- We are still generally able to deliver; our global production network is up and running.
- Our plant in South Africa is closed by order of the authorities until 16 April 2020.
- Capacity and personnel shortages at individual plants may lead to longer delivery times in certain cases.

Material availability in our plants

- Material availability in our plants is 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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