

Version 6 – As of 09 April 2020

## Effects of the coronavirus pandemic

### Customer and partner information from the Endress+Hauser Group and its North America Region

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. Recognizing the important work our customers are doing in critical industries, our aim is to ensure our ability to supply and serve our customers worldwide. A task force is coordinating the action at the Group level and the North American Management Task Force has further defined those actions for the North America Region as stated herein. 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.
- In North America, our service personnel have been deemed part of the Critical Infrastructure Workforce and remain able to service customers on urgent matters.

#### Ability to deliver and product availability

- Endress+Hauser is still able to deliver.
- While by order of the authorities, we face constraints in one of our global production plants, this does not represent an interruption for our North American customers' volume. Furthermore, our China, Italy, and India production are now back to being operational.
- The global nature of our Group and our supply chain allows us to continue to deliver products. As a result, all of our other global production centers, including those in North America remain fully operational and we still maintain full Global capacity to fulfill our North American customers' orders. This includes all orders through our North American production facilities and the vast majority of these deliveries are occurring on time.

#### 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.

## Business Continuity and support

- 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.
- Significantly, in North America, Endress+Hauser qualifies as a business necessary for Essential Critical Infrastructure and supplies under state and federal guidance, including the Guidance on the Essential Critical Infrastructure issued by the CISA Division of the U.S. Department of Homeland Security, due to its critical role in supplying vital instrumentation to the healthcare/pharmaceutical, critical manufacturing, transportation systems, food and agriculture, energy, water and wastewater, defense industrial base, nuclear reactors-materials-and waste, dams, and chemical sectors. For this reason, all of our operations in the North American region remain active.

## Measures to protect against infection

Rest assured, Endress+Hauser understands and appreciates the gravity of the current situation and the need for strong measures to stop the community spread of the virus and the safety and well-being of our employees and customers is our top priority. We have instituted strict pandemic response measures to protect and safeguard our employees while still continuing to serve our vital customers in essential industries.

- 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, including:
  - Prohibiting external visitors to our facility other than necessary cleaning and related vendors.
  - Placing hand sanitizers at all entrances and requiring use by employees upon entering and exiting facility.
  - Placing hand sanitizers and disinfectants in common areas and product areas.
  - Regular and frequent communications to employees about proper hygiene and hand washing protocols.
  - Enhanced cleaning and disinfectant protocols.
- Prohibiting hand shaking and other forms of social contact.
- Instituting strict social distancing measures and ensuring that employees' workstations are a minimum of six (6) feet apart.
- Comprehensive home office regulations such as sending non-essential personnel to work from home.



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