

Korneuburg, 18 March 2020

**SMC Austria GmbH:  
Consulting & support via modern communication media**

Dear business partner,  
Coronavirus and its effects are currently the dominant topic worldwide.  
We fully comply with the regulations of the Austrian Government and take all measures to prevent the spread of the virus and to actively protect our society.

**Use of the most modern means of communication for your support**

SMC Austria GmbH started early to use most modern means of communication. Therefore, we can continue to provide you with our assistance and support if necessary.

Our Sales team is already using these means of communication, so that a visit on site is not absolutely necessary. We can quickly address your concerns and issues at any time and discuss suitable solutions.

If you need advice in the current situation, please call our Sales department. Together with you, we will clarify the use of the appropriate means of communication (e.g. 3CX, Skype, TeamViewer, WhatsApp, ...) and thus offer you targeted advice.

**Information on the supply situation**

At present, we are not facing any restrictions on the supply of goods to our customers. Our Group suppliers in Asia and Europe are confirming our orders as usually, they are meeting the supply requirements without structural restrictions. We can currently easily maintain our planned level of inventories of standard goods and service the demand for special and customized products.

We have secured our operations in Austria with preventive measures in production and warehouse logistics to minimize risks. We are currently able to meet our customers' order volumes without any problems.

We are at your disposal for any questions you may have and can assure you that we will do everything possible within the framework of the official requirements in order to jointly master these challenging times in the best possible way.

Kind regards,

A handwritten signature in blue ink, appearing to read 'Angel', is written over a faint, light blue rectangular stamp.

Ing. Mag. Robert Angel  
Managing Director SMC Austria GmbH