Customer information

Egelsbach, December 2020

SMC informs: Production and supply chains are ensured during the Covid-19 pandemic

Dear Business Partner,

Coronavirus (Covid-19) continues to restrict our private life and business operations. Our special team at SMC Germany is therefore observing and coordinating regularly all activities relating to Covid-19. Transparency and communication are very important to us in this regard. As such, we would like to inform you of the current situation at SMC Germany.

- We continue to implement the recommendations of the Robert Koch Institute for the protection of our colleagues, consistently and across all locations. Alongside heightened standards of hygiene this also includes having employees work from home where possible. In production, we are working with staggered start and stop times to reduce contact with one another and thus minimise risk of infection. Business trips continue to be suspended.
- We remain in close contact with our customers and are happy to provide you with our expertise. The high customer satisfaction shows that our activities grasp all aspects of the coronavirus pandemic and are well received.
- We are still able to deliver, our supply chain is functioning, and you will generally receive the ordered products in the usual time frame. We are prepared in case the movement of goods is significantly impacted – for example, we have increased our range of warehouse stock. This ensures that we can continue to deliver.
- You can of course contact our field sales force – however, in close consultation with you, personal visits are still limited to the absolute essential. We are utilising digital channels to demonstrate our products and solutions.
- In addition, until further notice we are only receiving visitors at our locations in exceptional cases.

We would like to minimise the risk to the health of our employees and keep the impact on your business as low as possible. We are doing everything we can to ensure this. However, should it come

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to temporary supply bottlenecks as the result of official closures or delays in goods traffic, we will of course contact you promptly and keep you updated of developments and further steps.

We will be happy to answer your questions on our hotline: 06103 / 402-402. You can reach us from 08:00 a.m. to 5:00 p.m. Monday to Thursday and on Friday from 08:00 a.m. to 04:00 p.m.

Your health, the health of your employees and the health of our colleagues at SMC Germany has absolute priority. Stay safe and healthy!

Sincerely,

Ralf Laber
Managing Director

ppa. Pascal Borusiak
Head of Business Processes
Member of the Executive Board