Customer information
Egelsbach, March 26th 2020

SMC is keeping you informed during the Covid 19 pandemic
Production and supply chains ensured

Dear Business Partner,

The pandemic brought about by the coronavirus (Covid-19) is increasingly restricting both private life and business operations. For this reason, we at SMC Germany have formed a team that is overseeing and coordinating all activities regarding 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 are currently still capable of making deliveries as normal and our supply chains are only facing limited restrictions. We are making proactive preparations for the event that goods traffic is more greatly impaired and, for example, are increasing our range of warehouse stock to ensure our ability to make deliveries for you.
- We are implementing 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 and logistics we are working in staggered shifts. In so doing we are reducing contact with one another and in turn the risk of infection. Business travel has been suspended indefinitely.
- Our field sales force remains at your disposal – in close consultation with you we are limiting in-person visits to those that are absolutely essential. We are increasingly utilising digital presentation channels to demonstrate our products and solutions.
- In addition, until further notice we are not receiving any visitors at our locations.

We are doing everything we can to minimise the risk to the health of our employees and keeping the impact on your business as low as possible. However, should it come 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 is our absolute priority. Stay safe and healthy!

Sincerely,

Ralf Laber
Managing Director

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

ppa. Karl-Heinz Fuchs
Head of Commercial
Member of the Executive Board