

## Customer and Supplier Information

19<sup>th</sup> March 2020

### Corona und Covid-19

Dear Business Partner,

As this is the 4th revision of the information and you have not received the first three versions, it shows how very dynamic the situation regarding Corona or Covid-19 is. We hope you are all well and we have also considered whether we can use the Rhineland motto "it is at is is". But somehow it is like this, measures that were unthinkable a week ago are being implemented today, as we said, the situation is very dynamic and we hope to respond appropriately to the situation. The day before yesterday the word "social distancing" was completely unknown to us.

We are currently not affected by Corona. We work normally in regular operations. On the contrary, we are currently trying to create more capacities in order to be able to react to new situations. The work continues with a peculiar calmness and concentration.

Of course, we have taken measures to maintain regular business operations. This includes, among others, working in administration in two shifts without overlap. If your contact person is not there in the morning, you can contact him from 1.30 p.m.

In production, too, we work with staggered working hours in order to make as few contacts as possible. We are not exchanging team members between the groups. We have also made provisions for tools, materials and raw materials wherever possible and should have sufficient stocks in order to be able to produce continuously.

We reduce the frequency of trips and see this also with our guests who restrict travel. We are constantly checking the supply chains. These are currently very stable.

Another point is the assembly/maintenance work, which we would like to continue. Nevertheless, we decided to suspend it until 19<sup>th</sup> April 2020. Maintenance work naturally means the close exchange of constantly changing working groups. This is in contrast to our strategy of strictly separating the working groups. We build on your understanding.

We are aware that there may be other scenarios due to new circumstances or regulatory requirements. We should be prepared for this as much as possible, but it is impossible to protect against all scenarios, especially for individual and contract manufacturers. Whether and to what extent there are new plans and your delivery will be affected will be based on new information. We would like to keep you up to date and see you in the information obligation.

If you have any further questions, please do not hesitate to contact us. Sincerely your KRAFFT team from Düren.

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