

Endress+Hauser Management AG · Kägenstrasse 2 · 4153 Reinach BL · Switzerland

To our customers and partners

Executive Board

Dr Andreas Mayr
Chief Operating Officer

Nikolaus Krüger
Chief Sales Officer

Reinach, 29 July 2021

Effects of the coronavirus pandemic

Vaccination against coronavirus is progressing worldwide. Nevertheless, viral mutations and regional outbreaks continue to drive the pandemic. The indirect effects are now particularly evident in global supply chains through bottlenecks in materials supply, constraints in delivery logistics or travel restrictions. Endress+Hauser responds to these developments with comprehensive measures. Our aim is to provide our customers with the best possible support while protecting people's health.

The current situation is as follows:

Ability to deliver and material availability

- We are generally able to deliver worldwide; our global production network is up and running.
- Production bottlenecks and disruptions on the part of suppliers affect material and component availability on the world market.
- Limited capacities of logistics service providers result in longer transit times and higher costs.
- We are in constant exchange with our partners to prevent problems.
- In the event of longer delivery and transit times, our sales centers inform and support affected customers.

Sales and service

- Our employees visit and meet customers in compliance with the applicable rules and measures.
- Your sales and service contacts are available as usual, even when they are working from home.
- With a personal [endress.com account](#), our 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.
- We support customers with service issues remotely with Smart Support and Visual Support.

Measures to protect against Covid-19

- We encourage our employees to get vaccinated against the coronavirus and support local vaccination campaigns.
- At our sites, effective measures protect against infection in the workplace.
- Protection concepts adapted to local regulations are in place at meetings and conferences with internal and external participants.
- A task force coordinates the approach of all Endress+Hauser Group companies.

With regard to the challenges posed by disruptions in the supply chain, we kindly ask our customers to place orders as early as possible and, if necessary, to include us in their demand management. In doing so, you will help us to ensure the reliability and on-time delivery that you have come to expect from Endress+Hauser, even in difficult times.



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