

## Communication to KME's Customers

Revision date: 27.03.2020

### **Declaration Corona Virus Disease "Covid-19" (SARS-CoV-2)**

Dear valued customer,

KME SE affiliates, hereinafter referred to as KME, are aware of the actual coronavirus (COVID-19) escalation over the past days and weeks and we are observing the situation very closely.

This situation creates a lot of uncertainty and it will eventually impact the business and supply chain of all companies across the world. KME continued to prepare ourselves by adapting to this volatile situation. We plan to keep up usual production and the related delivery service as much as possible. Like many other companies across Europe, we are obliged to slow down or temporarily stop production lines in Italy, France and Spain. All affected customers have been informed and we keep on communicating with them on daily basis.

We maintain sales, marketing, and other commercial activities at a normal level and plan to continue doing so to the maximum possible level going forward.

Health and safety of our employees as well as the one of our business partners has the highest priority and we are following the situation closely. According to our KME-wide implemented *business contingency plan*, we installed significant preventive actions to limit the risk of coronavirus spreading, to limit the impact on your and our business, as well as of other stakeholders. We monitor the situation day by day and update our activities accordingly. We would like to share the activities with you.

In KME, we have currently installed the following actions, but not limited to:

- Total travel ban to high-risk areas and regions according to official notification by [www.rki.de](http://www.rki.de), as well as of relevant state institutions in Italy, France, Spain and other affected countries.
- Stop Travelling in general regardless of the destination. Only Business critical trips may be approved of as an exception.
- Significant preventive hygiene and safety measures are put in place in all sites
- Ensuring distance between persons incl. canteen, social rooms, and production areas
- Reorganizing shift overlaps to avoid personal contacts
- Avoid physical meetings and change to phone conference and WEB based –meetings
- Cancel or postpone larger internal and external meetings / conference etc.
- Significant reduction and restriction of access for external visitors
- Apply "mobile work" as much as possible

We trust and expect that these activities will protect our employees and as a consequence minimise the impact on our production flow. In turn, this should assure the functioning of the supply chain within KME enabling us to deliver your orders with least disruption possible.

We will regularly post updated information on our corporate website, as well as contact directly our customers and other stakeholders if there is material change in circumstances.

For further questions, please do not hesitate to contact your KME sales-representative.

KME SE Board