

# Customer Information on the COVID-19 Situation

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Dear Business Partners,

As your reliable partner in door automation, it is important to us to ensure that you can rely on us 100% even in these challenging times. Of course we are aware of our great responsibility towards our employees, but also you as a customer. We monitor the development around the Covid-19 virus very closely and have implemented all organizational and hygienically necessary measures to ensure the greatest possible protection for all involved. Of course, we adhere strictly to the recommendations of the Federal Government.

For you as our customer, this means:

1. All of our business areas such as sales, manufacturing, service and our supply chains are stable thanks to the measures we have implemented and are available. Specifically, this means that we have set up numerous home office workplaces and provide separate workplaces in each States headquarters, thus ensuring that employees can keep the required minimum distance. We have also ensured production accordingly. Internal and external meetings take place using our business collaboration tools.
2. Our service technicians and installers will continue to work for you and have been given precise rules of conduct to protect yourself, but also you, the customer. Our hotline is manned all the time and can therefore be reached around the clock as usual.
3. We have no confirmed Covid-19 case in our company and will continue to do everything we can to make sure that our employees and customers feel safe. Of course, our task force keeps an eye on the situation every day and ensures that all measures are adapted to the current situation promptly.

You can be absolutely certain that we are aware of our great responsibility in the current situation and continue to work to minimize the impact of the situation on our business operations.

Please do not hesitate to contact us, we are at your disposal for further information.

Yours sincerely,

Your record management



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