

June 30, 2020
Executive Management

Customer Information – COVID-19 (Coronavirus SARS-CoV-2)

The outbreak of Coronavirus (COVID-19) and the extremely unpredictable developments of the past few weeks are posing major challenges to all of us. We want to meet these challenges in the interest of protecting the safety of your and our employees, as well as to maintain our day-to-day operations as best we can.

For this reason, we would like to inform you regarding the following key points:

1. Crisis unit

Under the leadership of our managing directors, our crisis unit assesses the latest developments regarding the Coronavirus and the resulting consequences for our Leonberg location three times a week.

2. Day-to-day operations

In the office areas, we are gradually taking employees back from the home office, so that 100 % occupancy will be guaranteed in many departments in the near future. Appropriate planning in collaboration between respective superiors and employees ensures that the minimum clearance regulations are observed. This currently allows stable operations in the processing areas, including production. Our supply chains are also currently showing good stability. As a result, given the current situation, we are able to meet the delivery dates agreed with you as best as possible.

3. Business travel / Acceptance Tests

Many of our customers still do not want to visit suppliers. In the meantime, the so-called "remote inspections" have been approved for acceptance tests. For customer, third party and supplier visits in Leonberg we have set up three so-called "FAT meeting rooms", and for visitors the self-reporting requirements have been eased.

Business and service travel (training, external acceptance tests, supplier audits, etc.) within Europe to countries for which fully unrestricted travel in both directions is legally permitted can take place again in accordance with the requirements of the Federal Foreign Office. Current exceptions should be noted, e.g. UK and Norway. Furthermore, you can reach our employees as usual by phone or via e-mail. They are happy to help.

All of the measures we have implemented are based on the official recommendations given by the Robert Koch Institute as well as the provisions in the countries where the service work is to be carried out. Given how quickly the situation is changing, we ask you to understand that our approach and the current delivery situation are subject to change extremely rapidly. We will provide you with daily updates and let you know if anything changes with regard to the points listed above.

We want to remain a reliable partner for you even in these difficult times. We ask for your understanding if some things are a bit different from usual.

LEWA GmbH

