

Information letter Covid-19 - How we at ProXES are handling the Covid-19 crisis -

Dear valued business partner,

At the moment the whole world finds itself in an exceptional situation due to the spread of Covid-19. This has consequences not only for (health) policy and society but also for the global economy.

Therefore, we would like to inform you about our measures at ProXES to successfully manage this situation. We want to and will continue to be a reliable business partner for you. We recognized the seriousness of the situation early on and took protective measures already a few weeks ago successfully. This fast acting helps us now to be well positioned for the near future.

First and foremost, we comply with all guidelines and recommendations issued by governments and follow daily developments very closely. We have established solid business continuity plans. These enable us to provide an uninterrupted service to our customers and at the same time ensure the well-being of our employees, their families and the general public.

We also apply the following principles:

- We have further intensified our high hygiene standards. The workforce has been informed in detail and is following the new internal safety measures in an exemplary manner.
- Business trips are cancelled until further notice. Instead, we are increasingly using telephone and video conferences both internally and externally, e.g. for remote service. Should our customers urgently require service on site, we will do our utmost to comply with this request - naturally in compliance with the official regulations-.
- The access of external persons to our business and production facilities is intensively monitored or strongly restricted, taking into account current developments.
- In the areas of production and warehouse, we work in shifts, where in order to eliminate transmission possibilities, the shifts are timed in such a way that the employees do not meet each other.
- We are equipped with the necessary inventory to maintain production. We also make additional efforts to maintain the overall supply chain.
- There are currently no delivery bottlenecks for spare parts supply.

our members:

FrymaKoruma
technology in motion

Stephan
precision machinery

sterlet
Process Equipment & Systems

- Some employees work from the home office and are available for you under the usual email, (mobile) phone numbers or via video conferencing (Office 365 Teams).
- In order to support our young parents with childcare, flextime was extended in some areas. If you cannot reach a colleague, please call the switchboard of the respective ProXES unit.

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Our top priorities are:

- **to continue to guarantee you high-quality products and comprehensive service,**
- **to ensure the health and safety of our workforce at all times,**
- **and to help slow down the spread of coronavirus.**

We will do everything in our power to achieve this. Nevertheless, the current developments and measures resulting from the WHO classification of the coronavirus as a pandemic, may affect the delivery of our goods and services.

We will continue to monitor the situation closely and keep you informed of any changes in our approach and situation. In the meantime, please feel free to contact us if you have any questions or require further information.

We firmly believe that we can master this challenge together.

We wish you all the best and hope that you, your families and your colleagues will come through these difficult times well.

Best regards,

ProXES Group Management