

Endress+Hauser (Pty.) Ltd., 5 Commerce Crescent West, Eastgate Ext. 13, Sandton
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COVID-19 Customer and partner information from the Endress+Hauser Group

Dear Valued Customer

Endress+Hauser has taken comprehensive measures in response to the coronavirus pandemic. The health of employees, customers, partners and the public are a top priority. Our aim is to ensure our ability to supply and serve our customers worldwide. A task force is coordinating the action at Group level. The current situation is as follows:

Sales and Service

- Our worldwide contacts in sales and service are available, whether in the office or working from home.
- Where official restrictions apply, we have emergency plans in place for sales and service to provide further comprehensive support for customers.
- With an endress.com account, customers can track deliveries, get prices and order products.
- Technical information, drawings, documents etc. can be downloaded from endress.com at any time.
- With Smart Support, Endress+Hauser supports customers online with service issues.
- The Visual Support app enables audio and video communication via mobile and stationary devices for service cases.

Ability to deliver and product availability

- Our global production network is up and running. Delivery times are however erratic at this present "lockdown" stage, therefore we will try our best to honor our delivery commitments. We will keep you informed at all stages of the order fulfillment process.
- In delivery logistics, restrictions on the part of service providers are resulting in longer regional transit times.
- Our sales centers are informing and supporting affected customers.

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Directors: N.A.A Krüger * (Chairman),
B. Kloss (Managing Director),
S. Khan (Financial Director)

German *



Material availability in our plants

- Material availability in our plants is ensured for the coming weeks.
- We are working hard to ensure that these materials remain available beyond this period.
- Wherever possible, we are pursuing a dual sourcing strategy in procurement, ideally from sources in different countries or on different continents.
- For critical components, we have sufficient safety stock.

Measures to protect against infection

- We constantly adapt our measures to protect the health of customers, employees and partners worldwide to local conditions.
- We have generally limited travel to essential journeys (e.g. urgent customer service activities).
- We have canceled all major meetings and events until further notice.
- We have taken extensive organizational measures at our sites to ensure a high level of hygiene and to maintain sufficient distance between employees.
- Many employees continue to work from home. This does not affect availability and performance.

Our commitment to our customers

We understand the important role our products and services have on the successful operation of our customers businesses. We have put in place contingency plans to ensure our continuous support for our customers. Due to the limitations around access to our customers, we have digital solutions available to assist and help manage plant activities to ensure our customers processes remain operational. These services are always available but, to help keep everyone safe, we encourage you to consider using them during this time.

- Endress.com for quick and easy access to **online purchasing, configuration and information** on products www.endress.com
- You-Tube videos for technical support can be found using the following links:

Analytics Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGH9BBRlDaFDgJRkua-RhLf>

Flow Technical Support

https://www.youtube.com/playlist?list=PLQRFGW1Z4TGG-WBY5al_GUPmvKBm_KaBv

Level Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGFpRQvAGLi3lu2KBcQAjrO9>

Pressure Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGGWvdowKrPoZpptZMVv31qM>

System Components and Software Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGGelOSwZpZNMp1ZyX1iATLg>

We want to thank you for your patience during this very challenging situation. Our thoughts and prayers are with you and your loved ones.

Kind regards



Bernhard Klöss