



Gossau, May 5th 2020

Update: Information on current activities in regards to COVID-19

Dear valued customers and business partners,

Gietz AG has been closely monitoring the COVID-19 outbreak and situation since January 2020. In accordance with the recommendations of the Swiss Federal Office of Public Health and WHO, the company has acted appropriately. On a regular basis, the board members meet to discuss the current situation and adapt the measures. We have taken the following steps:

As of now, Business travel and meetings are still reduced and restricted. Gietz AG has upgraded its IT-infrastructure to enable a remote access. Therefore, a part of the organisation works from home. Mid-May part of the organisation will restart working on site in alternating shifts.

Furthermore, we have examined the supply chain thoroughly and taken steps where necessary.

The current availability of spare parts and services is good, and the Gietz organization is fully operational. As of today, we don't see any immediate problems with planned deliveries to any of our customers or lead times of regular spare parts.

In general, logistics is becoming more challenging and is monitored closely.

Unfortunately, we are not able to send service technicians on site due to the international travel restrictions and the temporary company health policy. Nevertheless, the service helpdesk is ready to support via audio/video communication channels and remote access (if available).

Nevertheless, the uncertainty of the situation challenges us all, and further consequences cannot be sufficiently foreseen.

We will do everything in our power to meet our customers and partners needs with our products and services as we have done in the past.

We remain at your service for any upcoming questions and inquiries.

Yours sincerely,

Gietz AG

Hansjörg Gietz

Managing Director