



Dear Business Partner,

As a company with customers worldwide, we know that many of our business partners are directly affected by the COVID -19 outbreak and we would like to take the opportunity to express our fullest sympathy to those suffering under the outbreak. We at imec Messtechnik GmbH wish you and your families the best in these trying times.

The outbreak of COVID -19 is directly impacting the global economy. A pandemic can affect operations worldwide for many months and all companies are required to analyze the potential impact of the crisis on their operations. We understand that uncertainty and unease often lead to fear and doubt. We want to reassure you that imec Messtechnik GmbH is taking all the necessary precautions and proactive measures to prioritize business continuity throughout this time.

Please find below an update on our current preparedness for a COVID-19 outbreak and the measures we have taken to protect our services from any negative impact.

SARS-CoV-2/COVID-19 Preparedness Statement

Our priority throughout this time is to ensure business continuity and SLA compliance. We have evaluated all foreseeable crisis scenarios and assessed their potential impact on our service delivery.

The result of this analysis, and the actions taken, are as follows:

- imec Messtechnik GmbH staff is enabled and empowered to work remotely in the event of a regional lockdown or a verified COVID-19 case in the workforce. All employees have been fully equipped with the necessary resources to work remotely.
- To avoid interruption to day-to-day business we have defined an extended chain of responsibility for all critical processes and tasks, which will take effect in the event of a sudden high rate of employee absence due to illness.
- We ensured the availability of imec Messtechnik GmbH staff via phone and email.
- Our production has changed to three shift operation.
- We made sure that our supply chain will work without interruptions and at a high-quality even during the international precautionary measures against the spread of the coronavirus. This includes also the production processes.
- As a family owned business, we have a high level of liquidity, which means that you can rely on us as we guarantee the security in financial aspect.

- According to the international political announcements, global supply chains should be maintained. Especially, this concerns the Food and Pharmaceutical fields. Therefore, it means that we can ensure that the monitoring process and security in total will be guaranteed by means of our data loggers.
- Nevertheless, we ask for your understanding that there will be no business travel activities until the end of March. This includes all internal and external personal meetings. However, all employees are available via e-mail, telephone, chat or video call (teams, Skype) from their home office.
- Additionally, we could consider granting a longer credit line (on selected products such as tempmate.®-GS) to severely affected (smaller) customers.

Going forward, we will continue to deliver our dataloggers and save your supply chain - as far as we are permitted to do so.

If you have any questions, please do not hesitate to contact your account manager.

Sincerely,

Rouven Dochtermann

Fabian Sailer



CBDO

CSMO