



LKE GmbH | Weserstraße 2 | 45768 Marl | Germany

**LKE Gesellschaft für Logistik- und
Kommunikationsequipment mbH**

Weserstraße 2
45768 Marl
Germany

To Whom it may concern!

17th March 2020

Our handling of the COVID-19 situation

Dear customer,

We understand that the current development to COVID-19 and the resulting uncertainties can lead you to rethink your procurement plans. Regardless of whether you have already placed an order or are considering it, we assure you that we will do our best to support you in your project.

While operations in our group of companies mostly continue as normal, we take all necessary steps to protect our customers and our employees.

- We follow the instructions of the Robert Koch Institute and the Health Department conscientiously.
- We work tirelessly to ensure that our products are always available and delivered in the safest way possible.
- Our "Customer Service Team" is there for you to answer questions and to work with you to determine the best delivery options.

We also keep a very close eye on the current situation, as well as possible effects on our supply chain, which can affect your procurement plans.

Your security and safeguarding your production processes

Your health and well-being, as well as the safeguarding of your operational processes through our product and solution portfolio, has our highest priority. We observe and monitor and review the relevant situation in this context on a daily basis.

Your current orders / Work in process

From today's perspective, we can deliver to all of your orders. We are currently not experiencing any restrictions in the movement of goods with our supply chain from Asia. Our production sites in Marl, Grossenhain and Freiburg in Germany are currently fully operational and work in the usual quality to process your orders.

Future orders / orders yet to be placed

At all of our locations, including our Chinese supply partners, we are still not affected by COVID-19 in our operational process, so that we are available to you with the usual quality and delivery reliability with our advice and delivery capability.

Our employees and partners and their wellbeing are also very important to us

- We encourage our employees to refrain from travel unless it is absolutely necessary. We have also recommended isolation and quarantine procedures for people who have come into contact with high-risk areas or with people who have tested positive.
- We have enabled and encouraged our employees to choose the „home office“ workplace where possible in order to be safe and able to maintain our processes.
- We have created several communication channels so that our employees can stay in touch with each other and with you.
- All of our sales representatives can communicate with you through Microsoft teams to advise and assist you wherever needed. We are also happy to use your existing communication channels (e.g. Skype for business, etc.) for virtual tours and interactive solutions.

Even if the current atmosphere in Germany, Europe and the world in general is causing uncertainty and news of the development of the coronavirus (COVID-19), from a public health perspective, is constantly updated, you can rest assured that we are doing our best to keep you, as our customer of the LKE Group, up to date with your procurement process and to support you where we can.

Stay healthy.

Sincerely yours

A handwritten signature in black ink, appearing to read "Riechers".

Björn Riechers
CEO of the LKE Group