

Dear Business Partners,

The world is currently experiencing an unprecedented situation that creates fear and uncertainties for many people and pushes our economies and societies to their limits.

We as are ARI-Armaturen, a medium sized, globally active and family owned and run company, are right in the middle of it as everybody else, facing the same questions and challenges.

That is why, in these times of uncertainty and unpredictable consequences, the health of our employees, their families our business partners is a top priority for us.

We have taken extensive measures at an early stage to minimize the risk of contagion as well as negative effects on our customer relationships so that we can continue to be a strong and reliable partner at your side even in these difficult times:

Employee protection

- ▶ Informing all employees about the coronavirus and appropriate protective measures and rules of conduct
- ▶ Departments have been divided into teams that work in non-overlapping shifts (e.g. production, logistics, etc.) and teams that work alternately in the company or from home (e.g. sales, purchasing, IT, etc.)
- ▶ There is a strict ban on visiting and travelling

Reachability

We are and will be here for you!

- ▶ Outside Sales
 - Our outside sales team has been sensitized regarding necessary protective measures and will only visit customers if identified by you as critical.
 - Availability is ensured via video conference systems such as teams or via telephone or e-mail!
- ▶ Inside sales
 - Our office staff can still be reached in the usual way via e-mail and telephone.
 - At the respective office and home office workstations our staff has full access to the required systems and therefore can process your inquiries in a professional manner.

Availability

At the beginning of the year we increased our already existing high stock levels at our three German production sites in order to be prepared for a worsening of the situation. We benefit from this early measure and are therefore still in a good supply position for standard materials.

- ▶ At the moment all of our production is running on a regular schedule and promised delivery dates are being kept
- ▶ We are still able to offer our regular delivery times for standard products
- ▶ Due to the border closures, however, there may also be occasional delays in delivery.

However, ultimately, we are dependent on global production and supply chains that cannot be controlled and determined 100% by us. Our crisis management team is monitoring and evaluating the fast changing and developing situation on a daily basis.

It is very important that we keep our companies running in order to support our economies and secure the jobs of hundreds of thousands of people. In addition, some of our customers play an important role in supporting critical infrastructure areas that need to be kept alive!

We are prepared and willing to do our share!

We wish you all the best, prudence and strength for the coming weeks.

Your ARI-Armaturen Team

A handwritten signature in blue ink, appearing to read 'Heinrich Godemann', written in a cursive style.

Managing Director
ARI-Armaturen
Albert Richter GmbH & Co. KG

A handwritten signature in blue ink, consisting of stylized initials and a long horizontal line extending to the right.